Specialized Transit Services

1991 FACT BOOK

Ontario Ministry of Transportation

FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1991 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced annually by the Ministry of Transportation. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and develop their respective systems.

Any inquiries concerning individual system data should be directed to the system's listed contacts. However, requests for additional copies or information of a general nature may be directed to:

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Ministry of Transportation of Ontario
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INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only 5 transit systems for physically disabled persons operating in the Province. This has grown to 90 systems or 143 municipalities currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has introduced this Fact Book of transit statistics to meet the following objectives:

1. Promote a consistent and uniform database to facilitate comparisons among transit systems for physically disabled persons.

2. Increase the general level of understanding about transit services for physically disabled persons.

3. Provide a formal forum for information exchange with other provincial ministries, external agencies, service operators and interest groups.

4. Provide an opportunity for municipalities/operators to share experiences in order to assist them in maximizing service productivity and optimizing cost efficiency.

5. Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results

(number of passengers, etc.) to other similar systems on a general level.

6. Assist communication between local elected officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to public agencies and the public at large.

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles, and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report for the sharing of information and experiences depends on the cooperation and contributions of the municipalities in providing a complete set of data, and on the users of the Fact Book to interpret it in its proper context.

PROVINCIAL FUNDING POLICIES

In 1991, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended **"to assist municipalities to provide service to those individuals who are unable to climb or descend stairs, or walk 175 metres"**.

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1991, the eligible **capital costs** incurred by municipalities were subsidized at the rate of 50 percent.

The operating subsidy was comprised of two components:

- Basic; and
- Passenger Based.

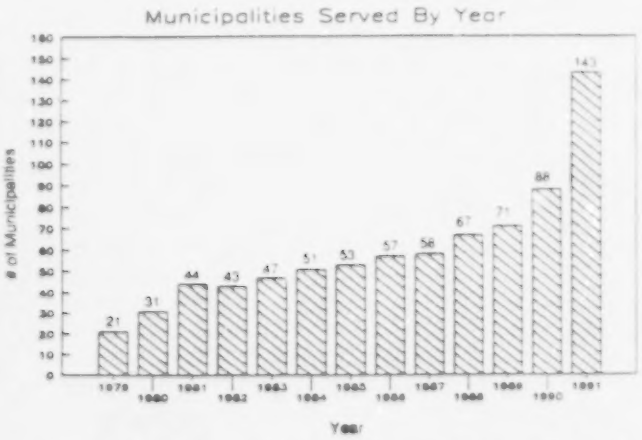
The **Basic Operating Subsidy** amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without provincial funding assistance.

For 1991, the **Passenger Based** subsidy rate was $3.30 per eligible passenger trip, (i.e. excluding those trips made by attendants and companions). The minimum operating subsidy paid to any municipality was 50% of net cost. The maximum operating subsidy payable to any municipality was 75% of net cost.

Municipalities participating in the Provincial funding program agree to recognize the eligible status of non-residents registered in other participating municipalities in Ontario. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

SERVICE OPERATION SUMMARY

The following graph indicates the growth in the number of municipalities providing services from 1979 to 1991.



Although funding must be requested directly by a municipality, the service may be operated by the municipality, or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, non-profit incorporated groups, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one, or more than one, of these groups.

Advisory Committee

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens, users, municipal officials or staff members from various municipal departments. As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1991, 8 municipalities indicated that they had not yet established an advisory committee.

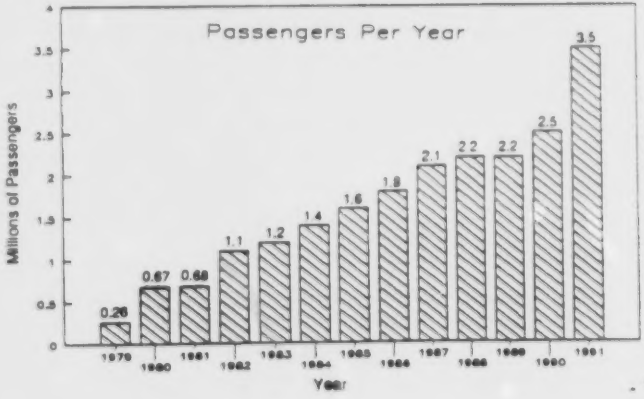
Registrants

At the end of 1991, approximately 89,528 persons were registered as eligible for transit services for physically disabled persons, of which approximately 38% were

wheelchair registrants, 52% were ambulatory registrants, and 3% were temporary registrants.

Passengers

The total number of eligible passengers in 1991, per the provincial guideline, was approximately 3,500,000, of which approximately 35% were wheelchair users and 50% were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979. The following graph illustrates the growth in the total number of passengers carried since 1979.



Five percent of all trips (approximately 145,363 trips) carried in 1991 were attendants and companions.

Level of Service

A municipality may provide the level of service it deems appropriate. Municipalities with conventional transit services could use conventional transit hours and days of service as a guide. Municipalities without regular transit would determine the needs of disabled persons with the community and attempt to offer at least regular weekday services to match these needs.

Annual Increase in Passengers:	81/82	22%
	82/83	18%
	83/84	13%
	84/85	14%
	85/86	9.5%
	86/87	20%
	87/88	6%
	88/89	4%
	89/90	18%
	90/91	28%

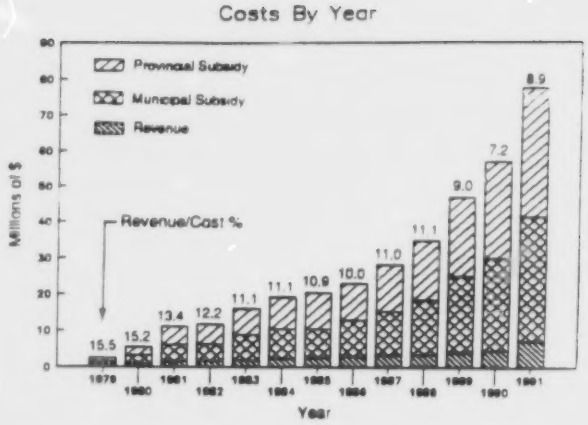
Costs

In 1991, operating costs for transit services for physically disabled persons totalled approximately $75,200,000. Due to the nature of the services, the cost per passenger, which averaged $21.51 in 1991, is significantly higher than the figure for conventional transit services. The average 1991 cost for conventional transit services was approximately $1.50 per passenger.

Revenue

The total revenues in 1991 were approximately $6,570,500. In addition to revenue from regular service fares, which amounted to $6,124,000, a total of $446,500 was received from other sources including contracts and charters, advertising and charitable cash donations.

The following graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is also indicated.



Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.

Service Type

Trip origins and destinations of physically disabled passengers using this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, 13 systems operate from curb to curb, 31 systems operate from accessible door to accessible door and 32 systems operate from door to door. The selected policy can influence the productivity level of the system.

Fares

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no more than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents ($0.50) per one way trip in municipalities without a conventional transit system.

In 1991, the adult fares ranged from $.90 to $5.00. 20 (26%) systems levied adult fares that were different than adult fares of the conventional transit system. 9 (12%) systems charged different fares for different passenger categories (i.e. student, children and senior citizens), and 34 (44%) systems sold tickets, tokens, punchcards or monthly passes.

Vehicles

A variety of vehicles were used in providing transit service for physically disabled persons in 1991. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: 27 sedans/station wagons, 113 modified vans, 222 small buses, 210 purpose-built buses, and 140 "other" vehicles.

As with conventional transit, the demand for service for physically disabled persons differs for various time periods. Typically, there will be a morning rush period corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in 1991 was 533, with

447 vehicles in midday service, 211 vehicles on Saturday and 168 on Sunday.

Non-dedicated vehicles (e.g. taxis, sedans, livery) were used by 29 systems in providing transit services for eligible registrants. In 1991, approximately 810,000 passenger trips were made by non-dedicated vehicles, which accounted for 23% of total passenger trips. These trips were provided at an average cost of $11.93 per trip.

Employment
Transit services for physically disabled persons employed 1,463 people in Ontario for 1991. There were 708 full-time, 205 part-time and 5 shared operators plus 377 full-time, 151 part-time, and 17 shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisors and administrators).

Volunteer involvement can be very beneficial to a community, and in 1991 25 volunteers performed such duties as reservationists, dispatchers or schedulers, a significant increase from 10 in 1990.

Note: It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. Corrections were not made for missing data.

DEFINITIONS/EXPLANATIONS

Service Start
The year in which transportation services for physically disabled persons commenced operations in the municipality.

Service Area
The geographic area (in hectares) served by the transit service.

Population Served
The total population within the service area.

Advisory Committee/Board of Directors
This is a group of concerned and knowledgeable citizens including members from various municipal departments, whose main function is to develop policy. The committee

determines the best operator, the potential for coordination of services, reviews applications for the disabled, sets service standards and operating policies, etc.

Registrants

Eligibility Criterion
The provincial eligibility guideline for 1991 stated that services were for "**persons who are unable to climb or descend stairs, or walk 175 metres.**". However, interpretation varies between municipalities. Typical eligibility definitions include:

Unable to board: Includes persons physically unable to climb three steps to board a regular transit vehicle.

Unable to use: Includes persons unable to board plus persons unable to walk 175 m to a bus stop.

Unable to use with dignity: Includes persons unable to board and unable to use, plus developmentally handicapped and visually impaired persons.

Eligibility Committee
A group separate from the Advisory Committee, made up of municipal officials or staff, representatives from medical agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

User Registration

Users of the transit service should be registered with the system. However, registration procedures vary between municipalities. Passengers should carry **registration cards** to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

Waiting List
The number of persons on a list as of December 31, 1991 waiting to be registered. Service providers should be encouraged to register those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants should be serviced on a "first

come first served" basis. The unaccommodated demand would then be measured by the number of unaccommodated trips.

Eligible Registrants
The total number of people registered with the system as of December 31, 1991, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

Other Registrants
The total number of registrants that are not deemed eligible as per the provincial guidelines.

Registration List Screening
An indication of how often the list of registrants is completely screened or updated to verify eligibility.

Attendants and Companions
An attendant is someone who must accompany the passenger to provide assistance. A companion is someone who is not physically disabled and is not accompanying the passenger to provide assistance. Some systems permit companions where space is available.

Visitor Eligibility
An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

Eligible Passenger Trips
The number of **one-way trips** made in 1991 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants.

This category also includes the number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions. The proportion of wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

Attendant and Companion Trips
The number of one-way trips made by attendants and companions.

Trips by Trip Type
Municipalities may normally classify trips for scheduling purposes using one or more of the following trip types:

Subscription: Regular daily trips (4 to 5 days a week) scheduled with no call-in requirements.

Prebooked: Trips made regularly but not every day (1 to 3 days a week), with no call-in required.

Reservations: Trips not taken regularly and requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance.

Demand Response: Trips requested the same day as the trip is made.

Unaccommodated Trip Requests
The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

Cancelled Trips
The annual number of scheduled passenger trips which were later cancelled by passengers.

No-Show Trips
The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

Service

Service Type
The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

Daily Hours of Service
The beginning and ending times between which regular service is provided on weekdays, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times shown in the Fact Book are for the weekday with the longest hours of service.

Call-Ins
The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

Scheduling and Dispatching Methods
The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are computer assisted.

Fare Structure
The fare structure that was in effect on December 31, 1991. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

Comparison to Conventional Transit
For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as "Longer", "Shorter", or "Same".

If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as "Same". If the conventional transit fare structure is different, including the concessionary fares for seniors, students, etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then "Different" is indicated. In municipalities where no conventional service is provided, "No Conventional Service" is indicated.

Vehicles

Vehicle Types
A variety of vehicles are used in transit for physically disabled persons. In some municipalities there is more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and station wagons, modified vans, small buses, purpose-built buses, and others.

Station Wagons also include unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

Modified Vans are regular production vans or mini-vans with a raised roof or a lowered floor, and a lift or ramp mechanism for wheelchair access.

Small Buses are vehicles built on a standard production cab and chassis, and include school buses.

Purpose-Built Buses are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II, and which are eligible for the Specialized Vehicle Subsidy.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

Vehicle Ownership
The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospitals, service clubs/ community groups, non-profit organizations.

Vehicle Maintenance
The maintenance of vehicles may be undertaken by the municipality, the transit authority, or the contracted operator, and may be contracted out or undertaken by others or other means (free service).

Fleet Distribution by Time of Day
The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Saturdays, Sundays, and Holidays illustrates the variation in demand.

Revenue Vehicle Kilometres
The total distance travelled during 1991 by vehicles while in revenue service, excluding deadhead to and from the garage, maintenance, training, inter-municipal charter travel and non-dedicated service.

Total Vehicle Kilometres
The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, **excluding** non-dedicated service.

Revenue Vehicle Hours
The sum of all vehicle hours scheduled to be in service, excluding non-dedicated services, deadhead to and from the garage, maintenance, and training.

Total Vehicle Hours
The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but excluding non-dedicated services.

Non-Dedicated Service (Taxis, Sedans)
Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip of non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.

Employees

Full-time Employee
A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

Part-time Employee
An employee with a work assignment requiring less than 1,820 working hours annually.

Shared Employee
An employee whose duties are shared with other departments or services.

Volunteers
Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

Operators
Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

Office Staff
The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and those involved in the processing of registration applications.

Maintenance Staff
The number of paid maintenance employees including vehicle maintenance employees.

General Administration Staff
The number of paid employees in general administration including supervisory personnel, administrators, management and secretarial staff.

Operators' Union
The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.

Wage Rates
The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1991 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

Financial

Total Operating Cost
Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services;
- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without provincial funding assistance);
- operating expenses incurred by municipal employees, including transportation scheduling and dispatching (including computer-assisted), fuel, premises and plant, depreciation and debenture charges on non-subsidized capital purchases, and other miscellaneous costs;
- equipment and vehicle maintenance costs, and;
- general and administrative expenses.

Total Operating Revenue
Total revenue derived from the system operation, including:

- farebox revenue;
- fares collected from school charters or other local service within the municipality such as service contracts with institutions, and;
- other operating revenues from such sources as advertising and promotional considerations.

Donations
Cash donations from corporations, service clubs, private individuals, and others to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Costs. Donations form part of a municipality's share of the Net Operating Cost or subsidy.

INDIVIDUAL SYSTEM STATISTICS

Ajax
Handi-Transit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Terry Barnett
(416) 427-5710
OPERATIONS CONTACT: V. Platt
(416) 427-1313

SERVICE STARTED IN: January 1981
POPULATION SERVED: 55,000
SERVICE AREA (ha): 6,531
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	54	26%
– Ambulatory	131	64%
– Temporary	21	10%
Attendants/Companions		
Other (not eligible)		
TOTAL:	206	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$140,395	
Non-Dedicated		
TOTAL:	$140,395	$9,177

NET OPERATING COST:	$131,218
Provincial Share	$66,154
Municipal Share	$65,064
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair		
– Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	6,894	102

TRIP TYPES:

Subscription	27%
Prebooked	28%
Reservation	43%
Demand-Response	2%

UNACCOMMODATED TRIP REQUESTS: 10
CANCELLED TRIPS: 100
NO-SHOWS: 20

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0715 to 1900
Saturday	0800 to 1730
Sunday	
Holidays	

CALL-INS: min 24 hours, max 14 days
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.10	10/$10.00	
Child	$1.10	10/$10.00	
Student	$1.10	10/$10.00	
Senior	$1.10	10/$10.00	
Attendant	$1.10	10/$10.00	
Companion	$1.10	10/$10.00	
Other	$1.10	10/$10.00	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	4	3	5	3
Purpose-Built				
Other				
TOTAL VEHICLES	4			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	4	4	3	3	4	1		
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 78,800
Total 79,000

ANNUAL HOURS:
Revenue 3,050
Total 3,050

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	5	2		
Office	1			
Mainten.	1.5			
Admin.	1			
TOTAL	8.5	2		

UNIONS:
Specialized CAW Local 222
Conventional CAW Local 222

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$13.00	$13.98
Maintenance	$17.49	$17.49

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 6.5%
Net Operating Cost/Capita $2.39
Municipal Net Cost/Capita $1.18
Share of Net Cost
- Provincial 50%
- Municipal (incl. donations) 50%

EFFICIENCY (Dedicated Service Only):
Cost/Hour
Cost/Kilometre $1.78
Maintenance Cost/Kilometre $0.00

SERVICE:
0.0037 Registrants/Capita
0.0555 Revenue Vehicle Hours/Capita
0.1272 Trips/Capita
1% Trips by Non-Dedicated Service

EFFECTIVENESS:
$20.36 Cost/Trip - Dedicated
- Non-Dedicated

LABOUR PRODUCTIVITY:
508 Hours/Operator

SERVICE UTILIZATION:
2.26 Trips/Hour
25.90 Kilometres/Hour
11.46 Average Kilometres/Trip
33.96 Trips/Registrant
0.14% Unaccommodated Trip Requests
1.43% Cancellations
0.29% No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
763 Revenue Hours/Vehicle
19,750 Kilometres/Vehicle

Amherstburg
AAM Care-A-Van

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: V. Domagala
(519) 736-5401
OPERATIONS CONTACT: Donna Cauchi
(519) 736-2520

SERVICE STARTED IN: September 1988
POPULATION SERVED: 24,070
SERVICE AREA (ha): 19,193
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	X

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	67	26%
- Ambulatory	191	74%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	258	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$54,147	
Non-Dedicated		
TOTAL:	$54,147	$3,438

NET OPERATING COST:	$50,709
Provincial Share	$37,903
Municipal Share	
Donations	$4,046

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair		
- Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	2,718	

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:
Weekdays
Saturday 0900 to 1800
Sunday
Holidays
CALL-INS: no min, no max
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.00		
Child	$2.00		
Student	$2.00		
Senior	$2.00		
Attendant			
Companion	$2.00		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	8	3.5
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: local bus company

FLEET DISTRIBUTION:

	6-8	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:
Revenue 2,000
Total 2,000

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office				
Mainten.				
Admin.		1		
TOTAL	1	1		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 6.3%
Net Operating Cost/Capita $2.11
Municipal Net Cost/Capita
Share of Net Cost
- Provincial 90%
- Municipal 10%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour $27.07
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0107
Revenue Vehicle Hours/Capita 0.0831
Trips/Capita 0.1129
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $19.92
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 2,000

SERVICE UTILIZATION:
Trips/Hour 1.36
Kilometres/Hour
Average Kilometres/Trip
Trips/Registrant 10.53
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 2,000
Kilometres/Vehicle

Atikokan Handy-Van

SERVICE OPERATED BY: other
MUNICIPAL CONTACT: E.A. Morrisette
(807) 597-6932
OPERATIONS CONTACT:

SERVICE STARTED IN: January 1991
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? no
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	1	1%
– Ambulatory	70	91%
– Temporary	3	4%
Attendants/Companion	3	4%
Other (not eligible)		
TOTAL:	77	

HOW OFTEN IS REG. LIST SCREENED?
not in last 5 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$22,494	
Non-Dedicated		
TOTAL:	$22,494	$8,649

NET OPERATING COST: $13,845
Provincial Share $6,923
Municipal Share $6,923
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	10	
– Ambulatory	3,439	
Attendants/Companions		
Other (not eligible)		
TOTAL:	3,449	

TRIP TYPES:

Subscription	
Prebooked	
Reservation	2%
Demand-Response	98%

UNACCOMMODATED TRIP REQUESTS: 38
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door/curb to curb
HOURS OF SERVICE:

Weekdays	0000 to 1700
Saturday	
Sunday	
Holidays	

CALL-INS: no min, no max
METHODS:

Registration	n/a
Reservations	n/a
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.25		
Child	$1.25		
Student	$1.25		
Senior	$1.25		
Attendant	$1.25		
Companion	$1.25		
Other	$1.25		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	shorter
Fare Structure	

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	3	6	1.5
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1						
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 19,900
Total 20,000

ANNUAL HOURS:
Revenue 1,180
Total 1,300

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	1		
Office	1	1		
Mainten.				
Admin.				
TOTAL	2	2		

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$8.82	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 38.5%
Net Operating Cost/Capita
Municipal Net Cost/Capita
Share of Net Cost
- Provincial 50%
- Municipal 50%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour $19.06
Cost/Kilometre $1.13
Maintenance Cost/Kilometre $0.02

SERVICE:
Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $6.52
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 787

SERVICE UTILIZATION:
Trips/Hour 2.92
Kilometres/Hour 16.95
Average Kilometres/Trip 5.80
Trips/Registrant 44.79
Unaccommodated Trip Requests 1.04%
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 1,180
Kilometres/Vehicle 20,000

Aurora Access Bus

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Art Meeke
(416) 727-3123
OPERATIONS CONTACT: Ernie Hertling
(416) 853-5555

SERVICE STARTED IN: April 1991
POPULATION SERVED: 29,000
SERVICE AREA (ha): 4,950
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
advisory committee

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	6	3%
- Ambulatory	196	95%
- Temporary	5	2%
Attendants/Companions		
Other (not eligible)		
TOTAL:	207	

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$41,291	
Non-Dedicated		
TOTAL:	$41,291	$1,378

NET OPERATING COST: $39,913
Provincial Share $19,956
Municipal Share $19,956
Donations $27,530

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	160	
- Ambulatory	2,192	
Attendants/Companions	190	
Other (not eligible)	2,542	
TOTAL:	5,084	

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 142
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:
Weekdays 0830 to 1730
Saturday
Sunday
Holidays
CALL-INS: min 24 hours, max 30 days
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually
FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$0.90	10/$9, 1 FREE	20/$18, 2 FRE
Child	$0.60	10/$6, 1 FREE	20/$12, 2 FRE
Student	$0.70	10/$7, 1 FREE	20/$14, 2 FRE
Senior	$0.60	10/$6, 1 FREE	20/$12, 2 FRE
Attendant	same		
Companion	same		
Other	same		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours longer
Fare Structure same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	3	1
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	18,176
Total	22,694

ANNUAL HOURS:

Revenue	2,187
Total	2,268

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	1		
Office	1			
Mainten.		1		
Admin.				
TOTAL	2	2		

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$22.15	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	3.3%
Net Operating Cost/Capita	$1.38
Municipal Net Cost/Capita	$0.69
Share of Net Cost	
- Provincial	30%
- Municipal (incl. donations)	70%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$18.88
Cost/Kilometre	$2.27
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0071
Revenue Vehicle Hours/Capita	0.0754
Trips/Capita	0.1753
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$17.58
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,458

SERVICE UTILIZATION:

Trips/Hour	1.08
Kilometres/Hour	10.38
Average Kilometres/Trip	9.65
Trips/Registrant	11.36
Unaccommodated Trip Requests	
Cancellations	6.04%
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,187
Kilometres/Vehicle	22,694

Barrie
B.A.C.T.S.

SERVICE OPERATED BY:	non-profit organiz	SERVICE STARTED IN:	February 1980
MUNICIPAL CONTACT:	George Kaveckas	POPULATION SERVED:	61,000
	(705) 726-4242	SERVICE AREA (ha):	7,720
OPERATIONS CONTACT:	Don Wenzel	ADVISORY COMMITTEE?	yes
	(705) 737-2304	NUMBER OF MEMBERS:	7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board	X	
Unable to Use		
Unable to Use with Dignity		
Other		
ELIGIBILITY COMMITTEE?	yes	
MEMBERS?	5	
REGISTRATION REQUIRED?	yes	
REGISTRATION CARDS?	no	
WAITING LIST?	no	
WAITING ON LIST?		

NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	265	47%
- Ambulatory	300	53%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	565	

HOW OFTEN IS REG. LIST SCREENED?	every 2 or 3 years
COMPANIONS ALLOWED IF SPACE?	yes
VISITORS ELIGIBLE?	yes

FINANCIAL

OPERATING COSTS AND REVENUES:	Oper. Cost	Revenue
Dedicated	$329,966	
Non-Dedicated		
TOTAL:	$329,966	$25,991

NET OPERATING COST:	$303,975
Provincial Share	$172,572
Municipal Share	$131,315
Donations	$12,474

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	17,148	
- Ambulatory	8,185	
Attendants/Companions	3,363	
Other (not eligible)		
TOTAL:	28,696	

TRIP TYPES:	
Subscription	50%
Prebooked	
Reservation	40%
Demand-Response	10%
UNACCOMMODATED TRIP REQUESTS:	417
CANCELLED TRIPS:	2,600
NO-SHOWS:	157

SERVICE

TYPE:	accessible door
HOURS OF SERVICE:	
Weekdays	0730 to 2330
Saturday	0900 to 2330
Sunday	
Holidays	
CALL-INS:	min .5 hours, max 14 days
METHODS:	
Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00	$1.00	
Child	$1.00	$1.00	
Student	$1.00	$1.00	
Senior	$1.00	$1.00	
Attendant	$1.00	$1.00	
Companion	$1.00	$1.00	
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:	
Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	5	5	4	4
Purpose-Built				
Other				
TOTAL VEHICLES	5			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	3	4	3	4	3	1	1	
Saturday		1	1	1	1	1	1	
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	133,368
Total	133,368

ANNUAL HOURS:

Revenue	10,216
Total	10,216

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 2

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	3	7		
Office	1	1		
Mainten.				
Admin.	1			
TOTAL	5	8		

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.79	$12.60
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	7.9%
Net Operating Cost/Capita	$4.98
Municipal Net Cost/Capita	$2.15
Share of Net Cost	
- Provincial	55%
- Municipal (incl. donations)	45%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$32.30
Cost/Kilometre	$2.47
Maintenance Cost/Kilometre	$0.26

SERVICE:

Registrants/Capita	0.0093
Revenue Vehicle Hours/Capita	0.1675
Trips/Capita	0.4704
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$13.03
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1.572

SERVICE UTILIZATION:

Trips/Hour	2.48
Kilometres/Hour	13.05
Average Kilometres/Trip	5.26
Trips/Registrant	44.84
Unaccommodated Trip Requests	1.65%
Cancellations	10.26%
No-Shows	0.62%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,043
Kilometres/Vehicle	26,674

Belleville Mobility Bus

SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	February 1983
MUNICIPAL CONTACT:	Linda Saseniuk	POPULATION SERVED:	35,479
	(613) 967-3212	SERVICE AREA (ha):	3,100
OPERATIONS CONTACT:	Al Parkhurst	ADVISORY COMMITTEE?	no
	(613) 968-5109	NUMBER OF MEMBERS:	

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by medical professional

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	160	76%
– Ambulatory	50	24%
– Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	210	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE?
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$89,264	
Non-Dedicated		
TOTAL:	$89,264	$53,714

NET OPERATING COST: $35,550

Provincial Share	$18,131
Municipal Share	$17,419
Donations	$390

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair		
– Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	6,773	

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:

Weekdays	0800 to 2200
Saturday	1000 to 1800
Sunday	
Holidays	

CALL-INS: no min, max 7 days
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.10		
Child	$1.10		
Student	$1.10		
Senior	$1.10		
Attendant	$1.10		
Companion	$1.10		
Other	$1.10		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	2	4	2	5.5
Purpose-Built				
Other				
TOTAL VEHICLES	2			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	1	1	1	2	1	1	
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 31,660
Total 31,660

ANNUAL HOURS:
Revenue 3,980
Total 3,980

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office		1		
Mainten.		1		
Admin.		2		
TOTAL	1	4		

UNIONS:
Specialized no
Conventional CBRT & GW Local 126

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		$15.50
Maintenance		$15.99

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 60.2%
Net Operating Cost/Capita $1.00
Municipal Net Cost/Capita $0.49
Share of Net Cost
- Provincial 50%
- Municipal 50%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour $22.43
Cost/Kilometre $2.82
Maintenance Cost/Kilometre $0.04

SERVICE:
Registrants/Capita 0.0059
Revenue Vehicle Hours/Capita 0.1122
Trips/Capita 0.1909
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $13.18
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 3,980

SERVICE UTILIZATION:
Trips/Hour 1.70
Kilometres/Hour 7.95
Average Kilometres/Trip 4.67
Trips/Registrant 32.25
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 1,990
Kilometres/Vehicle 15,830

Brantford Operation Lift

SERVICE OPERATED BY:	non-profit organiz	SERVICE STARTED IN:	December 1985
MUNICIPAL CONTACT:	W. Coulson	POPULATION SERVED:	85,000
	(519) 759-4150	SERVICE AREA (ha):	7,102
OPERATIONS CONTACT:	Kevin Williams	ADVISORY COMMITTEE?	yes
	(519) 756-2170	NUMBER OF MEMBERS:	17

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board	X	
Unable to Use	X	
Unable to Use with Dignity		
Other		
ELIGIBILITY COMMITTEE?	yes	
MEMBERS?	4	
REGISTRATION REQUIRED?	yes	
REGISTRATION CARDS?	no	
WAITING LIST?	no	
WAITING ON LIST?		
NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	401	35%
- Ambulatory	679	60%
- Temporary	59	5%
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,139	
HOW OFTEN IS REG. LIST SCREENED?	every 2 or 3 years	
COMPANIONS ALLOWED IF SPACE?	yes	
VISITORS ELIGIBLE?	no	

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$339,343	
Non-Dedicated		
TOTAL:	$339,343	$42,123

NET OPERATING COST:	$297,220
Provincial Share	$202,102
Municipal Share	$32,414
Donations	$44,984

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	11,071	
- Ambulatory	16,846	
Attendants/Companions	1,571	
Other (not eligible)		
TOTAL:	29,488	

TRIP TYPES:	
Subscription	46%
Prebooked	29%
Reservation	23%
Demand-Response	3%
UNACCOMMODATED TRIP REQUESTS:	15
CANCELLED TRIPS:	1,591
NO-SHOWS:	805

SERVICE

TYPE:	accessible door
HOURS OF SERVICE:	
Weekdays	0600 to 2330
Saturday	0600 to 2330
Sunday	
Holidays	
CALL-INS:	min 24 hour, max 30 days
METHODS:	
Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00	$1.00	
Child	$1.00	$1.00	
Student	$1.00	$1.00	
Senior	$1.00	$1.00	
Attendant	$1.00	$1.00	
Companion	$1.00	$1.00	
Other	$1.00	$1.00	

OTHER METHODS OF PAYMENT:
contracts based on net cost

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	same
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	5	5	4	6
Purpose-Built				
Other				
TOTAL VEHICLES	5			

Ownership: non-profit organiz
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	5	5	5	5	4	1	1	
Saturday	1	1	1	1	1	1	1	
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	164,000
Total	173,619

ANNUAL HOURS:

Revenue	9,600
Total	10,587

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
per kilometre

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators	5	2		
Office	3	1		
Mainten.				
Admin.	1			
TOTAL	9	3		

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.44	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op. Revenue/Op. Cost	12.4%
Net Operating Cost/Capita	$3.50
Municipal Net Cost/Capita	$0.38
Share of Net Cost	
- Provincial	72%
- Municipal (incl. donations)	28%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$35.35
Cost/Kilometre	$2.07
Maintenance Cost/Kilometre	$0.13

SERVICE:

Registrants/Capita	0.0134
Revenue Vehicle Hours/Capita	0.1129
Trips/Capita	0.3469
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$12.18
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,600

SERVICE UTILIZATION:

Trips/Hour	2.91
Kilometres/Hour	18.09
Average Kilometres/Trip	6.22
Trips/Registrant	24.51
Unaccommodated Trip Requests	0.05%
Cancellations	5.70%
No-Shows	2.17%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,920
Kilometres/Vehicle	34,724

Brockville Para Transit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT:
OPERATIONS CONTACT: Ted Allen
(613) 342-8772

SERVICE STARTED IN: August 1988
POPULATION SERVED: 20,760
SERVICE AREA (ha): 21
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 4

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	130	62%
– Ambulatory	77	37%
– Temporary	3	1%
Attendants/Companions		
Other (not eligible)		
TOTAL:	210	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$100,553	
Non–Dedicated		
TOTAL:	$100,553	$8,697

NET OPERATING COST:	$91,856
Provincial Share	$50,982
Municipal Share	$43,571
Donations	$6,000

ANNUAL ONE–WAY TRIPS:

	Dedicated	Non–Ded.
Eligible – Wheelchair	3,487	
– Ambulatory	2,547	
Attendants/Companions	1,258	
Other (not eligible)		
TOTAL:	7,292	

TRIP TYPES:

Subscription	1%
Prebooked	0%
Reservation	90%
Demand–Response	9%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 887
NO–SHOWS: 28

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0700 to 2200
Saturday	0700 to 1900
Sunday	
Holidays	

CALL–INS: min 24 hours, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.25		
Child	$1.25		
Student	$1.25		
Senior	$1.25		
Attendant	$1.25		
Companion	$1.25		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	same
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	7	9
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: contracted operator
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1	1	1		
Saturday	1	1	1	1	1	1		
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	22,570
Total	22,570

ANNUAL HOURS:

Revenue	1,332
Total	1,332

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	1		
Office	1			
Mainten.		1		
Admin.		1		
TOTAL	2	3		

UNIONS:
Specialized
Conventional CUPE Local 115

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$9.25	$11.63
Maintenance	$15.40	$17.19

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	8.6%
Net Operating Cost/Capita	$4.42
Municipal Net Cost/Capita	$2.10
Share of Net Cost	
- Provincial	51%
- Municipal (incl. donations)	49%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$75.49
Cost/Kilometre	$4.46
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0101
Revenue Vehicle Hours/Capita	0.0642
Trips/Capita	0.3513
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$16.66
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	888

SERVICE UTILIZATION:

Trips/Hour	4.53
Kilometres/Hour	16.94
Average Kilometres/Trip	3.74
Trips/Registrant	28.73
Unaccommodated Trip Requests	
Cancellations	14.70%
No-Shows	0.46%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,332
Kilometres/Vehicle	22,570

Burk's Falls Para-Bus

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Jarvis Osborne
(705) 382-3138
OPERATIONS CONTACT:

SERVICE STARTED IN: December 1988
POPULATION SERVED: 918
SERVICE AREA (ha): 316
ADVISORY COMMITTEE? no
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board: X
- Unable to Use
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? no
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:
- Eligible – Wheelchair
- – Ambulatory
- – Temporary
- Attendants/Companions
- Other (not eligible)

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?
not within last five years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$4,470	
Non-Dedicated		
TOTAL:	$4,470	$800

NET OPERATING COST: $3,670
- Provincial Share
- Municipal Share
- Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	780	
– Ambulatory		
Attendants/Companions		
Other (not eligible)	660	
TOTAL:	1,440	

TRIP TYPES:
- Subscription
- Prebooked
- Reservation 100%
- Demand-Response

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:
- Weekdays: 0830 to 1700
- Saturday
- Sunday: 1000 to 1400
- Holidays

CALL-INS: min of 24 hours, no max
METHODS:
- Registration: manually
- Reservations: manually
- Scheduling: manually
- Dispatching: manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50		
Child	$1.50		
Student	$1.50		
Senior	$1.00		
Attendant			
Companion	$1.50		
Other	$1.50		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: No Conv. Service
- Fare Structure: No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	2		3
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1	1	1				
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:

Revenue	2,104
Total	2,112

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators				4
Office				
Mainten.				
Admin.		1		
TOTAL		1		4

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	17.9%
Net Operating Cost/Capita	$4.00
Municipal Net Cost/Capita	
Share of Net Cost	
- Provincial	
- Municipal (incl. donations)	

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$2.12
Cost/Kilometre	
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	
Revenue Vehicle Hours/Capita	2.2919
Trips/Capita	1.5686
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$5.73
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,052

SERVICE UTILIZATION:

Trips/Hour	0.37
Kilometres/Hour	
Average Kilometres/Trip	
Trips/Registrant	
Unaccommodated Trip Requests	
Cancellations	
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,104
Kilometres/Vehicle	

Burlington Handi-Van

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Don Hammond
(416) 335-7797
OPERATIONS CONTACT:

SERVICE STARTED IN: 1973
POPULATION SERVED: 129,000
SERVICE AREA (ha): 18,389
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board	X	
Unable to Use		
Unable to Use with Dignity		
Other		
ELIGIBILITY COMMITTEE?	yes	
MEMBERS?	5	
REGISTRATION REQUIRED?	yes	
REGISTRATION CARDS?	no	
WAITING LIST?	no	
WAITING ON LIST?		

NUMBER OF REGISTRANTS:		
Eligible – Wheelchair	408	59%
– Ambulatory	267	39%
– Temporary	14	2%
Attendants/Companions		
Other (not eligible)		
TOTAL:	689	

HOW OFTEN IS REG. LIST SCREENED? every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:	Oper. Cost	Revenue
Dedicated	$403,533	
Non-Dedicated	$6,900	
TOTAL:	$410,433	$56,216

NET OPERATING COST:	$354,217
Provincial Share	$177,109
Municipal Share	$177,108
Donations	

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible – Wheelchair	16,673	350
– Ambulatory	10,657	415
Attendants/Companions	1,331	
Other (not eligible)		
TOTAL:	28,661	765

TRIP TYPES:	
Subscription	38%
Prebooked	42%
Reservation	19%
Demand-Response	2%
UNACCOMMODATED TRIP REQUESTS:	
CANCELLED TRIPS:	2,400
NO-SHOWS:	219

SERVICE

TYPE:	accessible door
HOURS OF SERVICE:	
Weekdays	0700 to 2300
Saturday	0900 to 2300
Sunday	0900 to 1700
Holidays	0900 to 1700
CALL-INS:	min 24 hours, max 30 days
METHODS:	
Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.30	$13.00	
Child	$1.30	$13.00	
Student	$1.30	$13.00	
Senior	$1.30	$13.00	
Attendant	$1.30	$13.00	
Companion	$1.30	$13.00	
Other	$1.30	$13.00	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	same
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	7	7	6	7
Purpose-Built				
Other				
TOTAL VEHICLES	7			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	5	4	4	5	2	1	1	
Saturday		1.5	1.5	1	1	1	1	
Sunday		1	1	1	1			
Holidays								

ANNUAL KILOMETRES:

Revenue	230,800
Total	244,200

ANNUAL HOURS:

Revenue	8,969
Total	10,037

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
manually

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	4	4		
Office	1	1		
Mainten.		0.75		
Admin.		1		
TOTAL	5	6.75		

UNIONS:

Specialized	CUPE 2723
Conventional	CUPE 2723

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$15.34	$15.34
Maintenance	$18.04	$18.04

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	13.7%
Net Operating Cost/Capita	$2.75
Municipal Net Cost/Capita	$1.37
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$44.99
Cost/Kilometre	$1.75
Maintenance Cost/Kilometre	$0.29

SERVICE:

Registrants/Capita	0.0053
Revenue Vehicle Hours/Capita	0.0695
Trips/Capita	0.2281
Trips by Non-Dedicated Service	3%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$14.77
	- Non-Dedicated	$9.02

LABOUR PRODUCTIVITY:

Hours/Operator	1,495

SERVICE UTILIZATION:

Trips/Hour	3.05
Kilometres/Hour	27.23
Average Kilometres/Trip	8.94
Trips/Registrant	40.78
Unaccommodated Trip Requests	
Cancellations	8.54%
No-Shows	0.78%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,281
Kilometres/Vehicle	34,886

Cambridge
Cambridge Transit

SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	March 1976
MUNICIPAL CONTACT:	Rick Schram	POPULATION SERVED:	90,000
	(519) 623-1340	SERVICE AREA (ha):	8,100
OPERATIONS CONTACT:	Deborah Figueiredo	ADVISORY COMMITTEE?	no
	(519) 623-7721	NUMBER OF MEMBERS:	

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board		
Unable to Use	X	
Unable to Use with Dignity		
Other		
ELIGIBILITY COMMITTEE?	no	
MEMBERS?		
eligibility determined by staff		
REGISTRATION REQUIRED?	yes	
REGISTRATION CARDS?	yes	
WAITING LIST?	no	
WAITING ON LIST?		
NUMBER OF REGISTRANTS:		
Eligible – Wheelchair	218	28%
– Ambulatory	548	72%
– Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	766	
HOW OFTEN IS REG. LIST SCREENED?	annually	
COMPANIONS ALLOWED IF SPACE?	yes	
VISITORS ELIGIBLE?	yes	

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$120,452	
Non-Dedicated	$107,423	
TOTAL:	$227,875	$179,579

NET OPERATING COST:	$48,296
Provincial Share	$144,945
Municipal Share	$48,296
Donations	$25,000

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible – Wheelchair	2,983	1,529
– Ambulatory	3,300	16,777
Attendants/Companions	412	956
Other (not eligible)		
TOTAL:	6,695	19,262

TRIP TYPES:	
Subscription	11%
Prebooked	23%
Reservation	66%
Demand-Response	0%
UNACCOMMODATED TRIP REQUESTS:	
CANCELLED TRIPS:	744
NO-SHOWS:	48

SERVICE

TYPE:	door to door
HOURS OF SERVICE:	
Weekdays	0800 to 2300
Saturday	1200 to 1700
Sunday	
Holidays	
CALL-INS:	min 24 hours, max 30 days
METHODS:	
Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50		
Child	$1.10		
Student	$1.10		
Senior	$1.10		
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different, $1.25

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	3	5	6	2
Other				
TOTAL VEHICLES	3			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	2	2	2	2				
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	90,702
Total	95,502

ANNUAL HOURS:

Revenue	3,693
Total	4,032

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 42

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:
checked internally

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	2			
Office		1		
Mainten.				
Admin.			1	
TOTAL	2	1	1	

UNIONS:

Specialized	ATU Local 1608
Conventional	ATU Local 1608

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.10	$14.10
Maintenance	$15.86	$15.86

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	78.8%
Net Operating Cost/Capita	$0.54
Municipal Net Cost/Capita	$0.54
Share of Net Cost	
- Provincial	66%
- Municipal (incl. donations)	34%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$32.62
Cost/Kilometre	$1.33
Maintenance Cost/Kilometre	$0.17

SERVICE:

Registrants/Capita	0.0085
Revenue Vehicle Hours/Capita	0.0410
Trips/Capita	0.2884
Trips by Non-Dedicated Service	74%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$19.17
	- Non-Dedicated	$5.87

LABOUR PRODUCTIVITY:

Hours/Operator	1,847

SERVICE UTILIZATION:

Trips/Hour	1.70
Kilometres/Hour	25.86
Average Kilometres/Trip	15.20
Trips/Registrant	32.10
Unaccommodated Trip Requests	
Cancellations	3.03%
No-Shows	0.20%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,231
Kilometres/Vehicle	31,834

Capreol Handi-Transit

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: E. Berube
(705) 858-1212
OPERATIONS CONTACT:

SERVICE STARTED IN: December 1991
POPULATION SERVED: 3,884
SERVICE AREA (ha):
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 3

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 3

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	6	75%
- Ambulatory	2	25%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	8	

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$3,804	
Non-Dedicated		
TOTAL:	$3,804	$131

NET OPERATING COST:	$3,673
Provincial Share	$1,837
Municipal Share	$1,837
Donations	$27,610

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	34	
- Ambulatory	3	
Attendants/Companions		
Other (not eligible)		
TOTAL:	37	

TRIP TYPES:

Subscription	
Prebooked	100%
Reservation	
Demand-Response	

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0800 to 1600
Saturday	
Sunday	
Holidays	

CALL-INS: min 24 hours, no max
METHODS:

Registration	manually
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$3.50		
Child	$3.50		
Student	$3.50		
Senior	$3.50		
Attendant	$3.50		
Companion	$3.50		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	shorter
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	4	4	
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1	1	1				
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:

Revenue	2,080
Total	2,080

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators				
Office				
Mainten.				
Admin.				
TOTAL				

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	3.4%
Net Operating Cost/Capita	$1.00
Municipal Net Cost/Capita	$0.50
Share of Net Cost	
- Provincial	6%
- Municipal (incl. donations)	94%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$1.83
Cost/Kilometre	
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0022
Revenue Vehicle Hours/Capita	0.5646
Trips/Capita	0.0100
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$102.81
	- Non-Dedicated	

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:

Trips/Hour	0.02
Kilometres/Hour	
Average Kilometres/Trip	
Trips/Registrant	4.63
Unaccommodated Trip Requests	
Cancellations	
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,080
Kilometres/Vehicle	

Chatham Handi-Bus

SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	April 1973
MUNICIPAL CONTACT:	Blair Anderson	POPULATION SERVED:	42,000
	(519) 436-3278	SERVICE AREA (ha):	28
OPERATIONS CONTACT:	Reg Denure	ADVISORY COMMITTEE?	no
	(519) 352-1920	NUMBER OF MEMBERS:	

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	286	43%
- Ambulatory	165	25%
- Temporary	20	3%
Attendants/Companion	200	30%
Other (not eligible)		
TOTAL:	671	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$70,400	
Non-Dedicated		
TOTAL:	$70,400	$8,400

NET OPERATING COST:	$62,000
Provincial Share	$38,300
Municipal Share	$23,600
Donations	$7,500

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	3,090	
- Ambulatory	2,922	
Attendants/Companions	750	
Other (not eligible)		
TOTAL:	6,762	

TRIP TYPES:	
Subscription	50%
Prebooked	15%
Reservation	30%
Demand-Response	5%
UNACCOMMODATED TRIP REQUESTS:	10
CANCELLED TRIPS:	500
NO-SHOWS:	10

SERVICE

TYPE: curb to curb

HOURS OF SERVICE:

Weekdays	0800 to 1800
Saturday	0800 to 1800
Sunday	0900 to 1400
Holidays	

CALL-INS: min 24 hours, max 7 days

METHODS:

Registration	computer assisted
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.40		
Child	$1.40		
Student	$1.40		
Senior	$1.40		
Attendant			
Companion	$1.40		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different, $1.00

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	1	5	4	6
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1	1	1		
Saturday	1	1	1	1	1			
Sunday		1	1					
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:

Revenue	3,550
Total	3,550

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	1		
Office		1		
Mainten.		1		
Admin.		2		
TOTAL	1	5		

UNIONS:
Specialized no
Conventional UBWO

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.00	$12.90
Maintenance	$14.80	$14.80

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	11.9%
Net Operating Cost/Capita	$1.48
Municipal Net Cost/Capita	$0.56
Share of Net Cost	
- Provincial	55%
- Municipal (incl. donations)	45%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$19.83
Cost/Kilometre	
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0160
Revenue Vehicle Hours/Capita	0.0845
Trips/Capita	0.1610
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$11.71
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,387

SERVICE UTILIZATION:

Trips/Hour	1.69
Kilometres/Hour	
Average Kilometres/Trip	
Trips/Registrant	8.96
Unaccommodated Trip Requests	0.17%
Cancellations	8.32%
No-Shows	0.17%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	3,550
Kilometres/Vehicle	

Cobourg Handi-Trans

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: Donna Lee
(416) 372-4555
OPERATIONS CONTACT: Garth Haggerty
(416) 372-3300

SERVICE STARTED IN: June 1984
POPULATION SERVED: 23,857
SERVICE AREA (ha): 27,667
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 9

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	
ELIGIBILITY COMMITTEE?	no
MEMBERS?	
medical/health professional	
REGISTRATION REQUIRED?	yes
REGISTRATION CARDS?	yes
WAITING LIST?	no
WAITING ON LIST?	

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	75	54%
- Ambulatory	65	46%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	140	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$60,730	
Non-Dedicated		
TOTAL:	$60,730	$19,649
NET OPERATING COST:		$41,081
Provincial Share		$30,811
Municipal Share		
Donations		$6,895

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	3,680	
- Ambulatory	3,329	
Attendants/Companions	1,089	
Other (not eligible)		
TOTAL:	8,098	

TRIP TYPES:

Subscription	48%
Prebooked	
Reservation	52%
Demand-Response	
UNACCOMMODATED TRIP REQUESTS:	84
CANCELLED TRIPS:	791
NO-SHOWS:	24

SERVICE

TYPE:	door to door
HOURS OF SERVICE:	
Weekdays	0800 to 1700
Saturday	
Sunday	
Holidays	
CALL-INS:	min 24 hours, no max
METHODS:	
Registration	computer assisted
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other			

OTHER METHODS OF PAYMENT:
School Board subscriptions, $4.50
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different, $.70

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	3	4	7
Small Buses	1	5	4	2
Purpose-Built				
Other				
TOTAL VEHICLES	2			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	1	1	2	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	58,181
Total	58,181

ANNUAL HOURS:

Revenue	3,263
Total	3,263

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	3		
Office				
Mainten.				
Admin		1		
TOTAL	1	4		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.50	$9.83
Maintenance		$16.96

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	32.4%
Net Operating Cost/Capita	$1.72
Municipal Net Cost/Capita	
Share of Net Cost	
- Provincial	82%
- Municipal (incl. donations)	18%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$18.81
Cost/Kilometre	$1.04
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0059
Revenue Vehicle Hours/Capita	0.1388
Trips/Capita	0.3394
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$8.66
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,305

SERVICE UTILIZATION

Trips/Hour	2.15
Kilometres/Hour	17.83
Average Kilometres/Trip	8.30
Trips/Registrant	50.06
Unaccommodated Trip Requests	1.20%
Cancellations	11.29%
No-Shows	0.34%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,632
Kilometres/Vehicle	29,090

Collingwood A.C.T.S.

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Ken Astill
(705) 445-1292
OPERATIONS CONTACT: Howard Hanson
(705) 445-5812

SERVICE STARTED IN: June 1989
POPULATION SERVED: 12,200
SERVICE AREA (ha): 2,000
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	80	37%
- Ambulatory	135	63%
- Temporary	1	0%
Attendants/Companions		
Other (not eligible)		
TOTAL:	216	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$71,820	
Non-Dedicated		
TOTAL:	$71,820	$7,230

NET OPERATING COST: $64,590
Provincial Share $42,956
Municipal Share $21,634
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	700	
- Ambulatory	6,518	
Attendants/Companions	12	
Other (not eligible)		
TOTAL:	7,230	

TRIP TYPES:

Subscription	6%
Prebooked	
Reservation	44%
Demand-Response	50%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 198
NO-SHOWS: 20

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0800 to 1700
Saturday	0800 to 1700
Sunday	
Holidays	

CALL-INS: no min, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other	$1.00		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	4	6	3
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12+
Peak Day	1	1	1	1	1			
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 14,100
Total 14,600

ANNUAL HOURS:
Revenue 2,595
Total 2,727

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office		1		
Mainten.		1		
Admin.		2		
TOTAL	1	4		

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.45	$10.45
Maintenance	$10.40	$10.40

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 10.1%
Net Operating Cost/Capita $5.29
Municipal Net Cost/Capita $1.77
Share of Net Cost
- Provincial 67%
- Municipal (incl. donations) 33%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $27.68
Cost/Kilometre $5.09
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0177
Revenue Vehicle Hours/Capita 0.2127
Trips/Capita 0.5926
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $9.95
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 2,595

SERVICE UTILIZATION:
Trips/Hour 2.78
Kilometres/Hour 5.63
Average Kilometres/Trip 2.02
Trips/Registrant 33.42
Unaccommodated Trip Requests
Cancellations 2.72%
No-Shows 0.28%

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 2,595
Kilometres/Vehicle 14,600

Cornwall Handi-Transit

SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	August 1981
MUNICIPAL CONTACT:	Sherman Goodwin	POPULATION SERVED:	46,700
	(613) 930-2636	SERVICE AREA (ha):	6,345
OPERATIONS CONTACT:	Sherman Goodwin	ADVISORY COMMITTEE?	yes
	(613) 930-2636	NUMBER OF MEMBERS:	

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use with Dignity	X
Other	

ELIGIBILITY COMMITTEE?	no
MEMBERS?	
medical/health professional	
REGISTRATION REQUIRED?	yes
REGISTRATION CARDS?	yes
WAITING LIST?	no
WAITING ON LIST?	

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	353	27%
- Ambulatory	967	73%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,320	

HOW OFTEN IS REG. LIST SCREENED?	
every 2 or 3 years	
COMPANIONS ALLOWED IF SPACE?	yes
VISITORS ELIGIBLE?	yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$321,265	
Non-Dedicated		
TOTAL:	$321,265	$28,493

NET OPERATING COST:	$292,772
Provincial Share	$146,386
Municipal Share	$146,386
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	9,563	
- Ambulatory	10,147	
Attendants/Companions	2,134	
Other (not eligible)		
TOTAL:	21,844	

TRIP TYPES:

Subscription	39%
Prebooked	21%
Reservation	40%
Demand-Response	

UNACCOMMODATED TRIP REQUESTS:	141
CANCELLED TRIPS:	3,411
NO-SHOWS:	262

SERVICE

TYPE:	door to door
HOURS OF SERVICE:	
Weekdays	0615 to 2330
Saturday	0615 to 2330
Sunday	
Holidays	
CALL-INS:	min 24 hours, max 24 days
METHODS:	
Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.25	$12.50	
Child	$1.25	$12.50	
Student	$1.25	$12.50	
Senior	$1.25	$12.50	
Attendant	$1.25	$12.50	
Companion	$1.25	$12.50	
Other	$1.25		

OTHER METHODS OF PAYMENT:	
monthly billings	
COMPARISON WITH CONVENTIONAL TRANSIT:	
Conventional Hours	same
Fare Structure	different, $1.05

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	2	5	5	1.5
Small Buses				
Purpose-Built	2	7	7	1.5
Other				
TOTAL VEHICLES	4			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	3	3	3	3	1	1	1	
Saturday	1	1	1	1	1	1	1	
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	109,283
Total	109,283

ANNUAL HOURS:

Revenue	9,419
Total	9,419

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	5		4	
Office			2	
Mainten.			3	
Admin.			2	
TOTAL	5		11	

UNIONS:

Specialized	ATU Local 946
Conventional	ATU Local 946

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.25	$14.25
Maintenance	$15.20	$15.20

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	8.9%
Net Operating Cost/Capita	$6.27
Municipal Net Cost/Capita	$3.13
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$34.11
Cost/Kilometre	$2.94
Maintenance Cost/Kilometre	$0.23

SERVICE:

Registrants/Capita	0.0283
Revenue Vehicle Hours/Capita	0.2017
Trips/Capita	0.4678
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$16.30
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,348

SERVICE UTILIZATION:

Trips/Hour	2.09
Kilometres/Hour	11.60
Average Kilometres/Trip	5.54
Trips/Registrant	14.93
Unaccommodated Trip Requests	0.72%
Cancellations	17.31%
No-Shows	1.33%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,355
Kilometres/Vehicle	27,321

Dryden Handi-Transit

SERVICE OPERATED BY:	non-profit organiz	SERVICE STARTED IN:	November 1975
MUNICIPAL CONTACT:	Paul Heayn	POPULATION SERVED:	6,257
	(807) 223-1128	SERVICE AREA (ha):	1,686
OPERATIONS CONTACT:	Judi Stratton	ADVISORY COMMITTEE?	yes
	(807) 223-3568	NUMBER OF MEMBERS:	6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:	
Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	
ELIGIBILITY COMMITTEE?	no
MEMBERS?	
advisory committee	
REGISTRATION REQUIRED?	no
REGISTRATION CARDS?	no
WAITING LIST?	no
WAITING ON LIST?	
NUMBER OF REGISTRANTS:	
Eligible - Wheelchair	
- Ambulatory	
- Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	
HOW OFTEN IS REG. LIST SCREENED?	
annually	
COMPANIONS ALLOWED IF SPACE?	no
VISITORS ELIGIBLE?	yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$42,836	
Non-Dedicated		
TOTAL:	$42,836	$8,216
NET OPERATING COST:		$34,620
Provincial Share		$17,201
Municipal Share		$17,419
Donations		

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	846	
- Ambulatory	935	
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,781	

TRIP TYPES:	
Subscription	34%
Prebooked	19%
Reservation	3%
Demand-Response	44%
UNACCOMMODATED TRIP REQUESTS:	
CANCELLED TRIPS:	14
NO-SHOWS:	11

SERVICE

TYPE:	accessible door
HOURS OF SERVICE:	
Weekdays	0800 to 1630
Saturday	
Sunday	
Holidays	
CALL-INS:	min 2 hours, max 24 days
METHODS:	
Registration	n/a
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.25		
Child	$1.25		
Student	$2.00		
Senior	$1.25		
Attendant			
Companion	$1.25		
Other			

OTHER METHODS OF PAYMENT:

student fares paid by B. of Educ.

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	8	2
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	8,512
Total	8,651

ANNUAL HOURS:

Revenue	374
Total	445

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office				
Mainten.				
Admin.				
TOTAL	1			

UNIONS:

Specialized	no
Conventional	IBEW Local 1730

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$15.00	$14.42
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	19.2%
Net Operating Cost/Capita	$5.53
Municipal Net Cost/Capita	$2.78
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$114.49
Cost/Kilometre	$5.03
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	
Revenue Vehicle Hours/Capita	0.0598
Trips/Capita	0.2846
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$24.05
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	374

SERVICE UTILIZATION:

Trips/Hour	4.76
Kilometres/Hour	23.12
Average Kilometres/Trip	4.86
Trips/Registrant	
Unaccommodated Trip Requests	
Cancellations	1%
No-Shows	1%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	374
Kilometres/Vehicle	8,651

Durham Disability Transit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Judith E. Gray
(519) 369-2200
OPERATIONS CONTACT: John Moore
(519) 334-3116

SERVICE STARTED IN: November 1991
POPULATION SERVED: 2,511
SERVICE AREA (ha): 458
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 3

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
advisory committee

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	2	20%
– Ambulatory	8	80%
– Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	10	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$1,455	
Non-Dedicated		
TOTAL:	$1,455	$52

NET OPERATING COST: $1,403
Provincial Share $701
Municipal Share $701
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair		
– Ambulatory	16	
Attendants/Companions		
Other (not eligible)		
TOTAL:	16	

TRIP TYPES:

Subscription	
Prebooked	
Reservation	100%
Demand-Response	

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0800 to 1800
Saturday	
Sunday	1000 to 1400
Holidays	

CALL-INS: min 24 hours, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.00		
Child	$2.00		
Student	$2.00		
Senior	$2.00		
Attendant			
Companion	$2.00		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	4	2	8
Small Buses	1		16	7
Purpose-Built	1	1	12	4
Other				
TOTAL VEHICLES	3			

Ownership: contracted operator
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1				
Saturday								
Sunday		1	1					
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:
Revenue
Total

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators		1		
Office		1		
Mainten.		1		
Admin.		1		
TOTAL		4		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$9.00	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 3.6%
Net Operating Cost/Capita $0.56
Municipal Net Cost/Capita $0.28
Share of Net Cost
- Provincial 50%
- Municipal 50%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0040
Revenue Vehicle Hours/Capita
Trips/Capita 0.0064
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $90.92
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:
Trips/Hour
Kilometres/Hour
Average Kilometres/Trip
Trips/Registrant 1.60
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle
Kilometres/Vehicle

Dysart
Special Transit Service

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Bob Heinze
(705) 457-1740
OPERATIONS CONTACT: Jim Tice
(705) 457-2571

SERVICE STARTED IN: April 1990
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? yes
MEMBERS?

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	
– Ambulatory	
– Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	76

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$8,419	
Non-Dedicated		
TOTAL:	$8,419	$2,795

NET OPERATING COST: $5,624
- Provincial Share
- Municipal Share
- Donations $80

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair		
– Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,103	

TRIP TYPES:
- Subscription
- Prebooked
- Reservation
- Demand-Response

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:
- Weekdays 0900 to 1500
- Saturday
- Sunday
- Holidays

CALL-INS: min 24 hours, max 5 days
METHODS:
- Registration manually
- Reservations manually
- Scheduling manually
- Dispatching manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior	$1.50		
Attendant			
Companion	$1.50		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours No Conv. Service
- Fare Structure No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	6	6	1
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-8	9-11	11-2	2-4	4-6	6-8	9-12	12+
Peak Day			1					
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:
Revenue
Total

IS NON-DEDICATED SERVICE AVAILABLE?

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators		1		
Office				
Mainten.				
Admin.				
TOTAL		1		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 33.2%
Net Operating Cost/Capita
Municipal Net Cost/Capita
Share of Net Cost
- Provincial
- Municipal 100%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $7.63
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:
Trips/Hour
Kilometres/Hour
Average Kilometres/Trip
Trips/Registrant 14.51
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle
Kilometres/Vehicle

Elliot Lake Handilift Bus

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Mike Perkins
(705) 461-7203
OPERATIONS CONTACT: Paula Sergeron
(705) 848-2019

SERVICE STARTED IN: March 1988
POPULATION SERVED: 12,000
SERVICE AREA (ha): 1,200
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 3

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	20	24%
- Ambulatory	36	44%
- Temporary	20	24%
Attendants/Companion	6	7%
Other (not eligible)		
TOTAL:	82	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$55,226	
Non-Dedicated		
TOTAL:	$55,226	$2,715

NET OPERATING COST: $52,511
Provincial Share $26,040
Municipal Share $26,471
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,008	
- Ambulatory	2,700	
Attendants/Companions	292	
Other (not eligible)		
TOTAL:	4,000	

TRIP TYPES:

Subscription	5%
Prebooked	58%
Reservation	30%
Demand-Response	8%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0730 to 1830
Saturday	0730 to 1830
Sunday	
Holidays	

CALL-INS: min 24 hours
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.10		
Child	$1.10		
Student	$1.10		
Senior	$1.10		
Attendant	$1.10		
Companion	$1.10		
Other	$1.10		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
8-Wagon/Sedan				
Modified Vans				
Small Buses	1	4	12	1
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1	1	1		
Saturday	1	1	1	1	1	1		
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	11,000
Total	12,200

ANNUAL HOURS:

Revenue	2,108
Total	2,206

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators		2		
Office		1		
Mainten.		1		
Admin.		1		
TOTAL		5		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$8.74	$11.50
Maintenance	$17.24	$15.00

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	4.9%
Net Operating Cost/Capita	$4.38
Municipal Net Cost/Capita	$2.21
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$26.20
Cost/Kilometre	$5.02
Maintenance Cost/Kilometre	$0.88

SERVICE:

Registrants/Capita	0.0068
Revenue Vehicle Hours/Capita	0.1757
Trips/Capita	0.3333
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$14.89
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,108

SERVICE UTILIZATION:

Trips/Hour	1.76
Kilometres/Hour	5.79
Average Kilometres/Trip	3.29
Trips/Registrant	45.22
Unaccommodated Trip Requests	
Cancellations	
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,108
Kilometres/Vehicle	12,200

Espanola
Jubilee Bus

SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	September 1986
MUNICIPAL CONTACT:	Merwyn P. Sheppard	POPULATION SERVED:	5,276
	(705) 869-1540	SERVICE AREA (ha):	1,782
OPERATIONS CONTACT:	Merwyn P. Sheppard	ADVISORY COMMITTEE?	yes
	(705) 869-1540	NUMBER OF MEMBERS:	4

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no

MEMBERS?

medical/health professional

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	6	6%
- Ambulatory	60	61%
- Temporary	8	8%
Attendants/Companion	25	25%
Other (not eligible)		
TOTAL:	99	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$14,502	
Non-Dedicated		
TOTAL:	$14,502	$3,299

NET OPERATING COST:	$11,204
Provincial Share	$8,403
Municipal Share	$2,801
Donations	

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	260	
- Ambulatory	580	
Attendants/Companions	260	
Other (not eligible)		
TOTAL:	1,100	

TRIP TYPES:	
Subscription	4%
Prebooked	
Reservation	96%
Demand-Response	

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 98
NO-SHOWS:

SERVICE

TYPE:	door to door
HOURS OF SERVICE:	
Weekdays	0930 to 1530
Saturday	
Sunday	
Holidays	
CALL-INS:	min 24 hours, max 3 days
METHODS:	
Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50		
Child	$1.50		
Student	$1.50		
Senior	$1.50		
Attendant			
Companion	$1.50		
Other	$1.50		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	2	9	6
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1	1					
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	10,963
Total	11,013

ANNUAL HOURS:

Revenue	912
Total	936

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators		1		
Office				
Mainten.		1		
Admin.		1		
TOTAL		3		

UNIONS:

Specialized	no
Conventional	

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$9.45	
Maintenance	$18.04	

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op. Revenue/Op. Cost	22.7%
Net Operating Cost/Capita	$2.12
Municipal Net Cost/Capita	$0.53
Share of Net Cost	
- Provincial	75%
- Municipal (incl. donations)	25%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$15.90
Cost/Kilometre	$1.32
Maintenance Cost/Kilometre	$0.29

SERVICE:

Registrants/Capita	0.0188
Revenue Vehicle Hours/Capita	0.1729
Trips/Capita	0.2084
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$17.28
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,824

SERVICE UTILIZATION:

Trips/Hour	0.92
Kilometres/Hour	12.08
Average Kilometres/Trip	13.12
Trips/Registrant	8.48
Unaccommodated Trip Requests	
Cancellations	11%
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	912
Kilometres/Vehicle	11,013

Fort Frances
Fort Frances Transit

SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	December 1986
MUNICIPAL CONTACT:	R.B. Spottiswood	POPULATION SERVED:	10,000
	(807) 274-9893	SERVICE AREA (ha):	2,652
OPERATIONS CONTACT:	Phil Canning	ADVISORY COMMITTEE?	yes
	(807) 274-9858	NUMBER OF MEMBERS:	7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS? 0
medical/health professional

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST? 0

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	20	6%
- Ambulatory	50	14%
- Temporary	30	8%
Attendants/Companion	260	72%
Other (not eligible)	0	0%
TOTAL:	360	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? no
VISITORS ELIGIBLE? no

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$66,032	
Non-Dedicated	$0	
TOTAL:	$66,032	$4,484

NET OPERATING COST: $61,547
Provincial Share $30,772
Municipal Share $30,772
Donations $7,484

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	20	0
- Ambulatory	50	0
Attendants/Companions	260	0
Other (not eligible)	0	0
TOTAL:	330	0

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 40
NO-SHOWS: 10

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0845 to 1645
Saturday	1300 to 1600
Sunday	0
Holidays	0

CALL-INS: min 24 hours, max 7 days
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.25	0	$0
Child	$1.25	0	$0
Student	$1.25	0	$0
Senior	$1.25	0	$0
Attendant	$0.00	0	$0
Companion	$0.00	0	$0
Other	$0.00	0	$0

OTHER METHODS OF PAYMENT:
0
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan	0	0	0	0
Modified Vans	1	2	4	1
Small Buses	0	0	0	0
Purpose-Built	0	0	0	0
Other	0	0	0	0
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	1	1	1	1	0	0	0	0
Saturday	0	0	1	1	0	0	0	0
Sunday	0	0	0	0	0	0	0	0
Holidays	0	0	0	0	0	0	0	0

ANNUAL KILOMETRES:
Revenue 20,000
Total 20,000

ANNUAL HOURS:
Revenue 50
Total 50

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS: 0

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
0

PAYMENT VERIFICATION:
0

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	4	0	0
Office	0	1	0	0
Mainten.	0	2	0	0
Admin.	1	0	0	0
TOTAL	2	7	0	0

UNIONS:
Specialized CUPE local 65
Conventional CUPE local 65

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$12.41	$15.75
Maintenance	$17.43	$17.43

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 6.8%
Net Operating Cost/Capita $6.11
Municipal Net Cost/Capita $3.06
Share of Net Cost
- Provincial 45%
- Municipal 55%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour
Cost/Kilometre $3.30
Maintenance Cost/Kilometre $0.30

SERVICE:
Registrants/Capita 0.0358
Revenue Vehicle Hours/Capita 0.0050
Trips/Capita 0.0328
Trips by Non-Dedicated Service 0%

EFFECTIVENESS:
Cost/Trip - Dedicated $943.31
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 17

SERVICE UTILIZATION:
Trips/Hour 1.40
Kilometres/Hour 400.00
Average Kilometres/Trip 285.71
Trips/Registrant 0.19
Unaccommodated Trip Requests 0.00%
Cancellations 57.14%
No-Shows 14.29%

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 50
Kilometres/Vehicle 20,000

Gananoque Wheels of Care

SERVICE OPERATED BY:	non-profit organiz	SERVICE STARTED IN:	December 1985
MUNICIPAL CONTACT:	G.W. Drysdale	POPULATION SERVED:	4,988
	(613) 382-2149	SERVICE AREA (ha):	805
OPERATIONS CONTACT:	Ed Lanigan	ADVISORY COMMITTEE?	yes
	(613) 382-3735	NUMBER OF MEMBERS:	14

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? no
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	58	27%
- Ambulatory	26	12%
- Temporary	10	5%
Attendants/Companion	119	56%
Other (not eligible)		
TOTAL:	213	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$8,535	
Non-Dedicated		
TOTAL:	$8,535	$4,411

NET OPERATING COST:	$2,124
Provincial Share	$1,597
Municipal Share	$250
Donations	$37,727

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair		
- Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:		

TRIP TYPES:

Subscription	
Prebooked	
Reservation	89%
Demand-Response	11%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 4
NO-SHOWS: 3

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0730 to 2130
Saturday	0830 to 2000
Sunday	0900 to 1900
Holidays	0900 to 1900

CALL-INS: no min, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.00		
Child	$2.00		
Student	$2.00		
Senior	$2.00		
Attendant			
Companion			
Other	$2.00		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	2	6	6
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: non-profit organiz
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	1	1	1	1	1	1	1	
Saturday	1	1	1	1	1	1	1	
Sunday	1	1	1	1	1	1	1	
Holidays	1	1	1	1	1	1	1	

ANNUAL KILOMETRES:
Revenue 15,275
Total 15,300
ANNUAL HOURS:
Revenue 3,407
Total 3,432

IS NON-DEDICATED SERVICE AVAILABLE? No

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators				8
Office				3
Mainten.				
Admin.				
TOTAL				11

UNIONS:
Specialized no
Conventional no

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 67.5%
Net Operating Cost/Capita $0.43
Municipal Net Cost/Capita $0.05
Share of Net Cost
- Provincial 4%
- Municipal 96%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour $1.92
Cost/Kilometre $0.43
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0427
Revenue Vehicle Hours/Capita 0.6830
Trips/Capita
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 852

SERVICE UTILIZATION:
Trips/Hour
Kilometres/Hour 4.49
Average Kilometres/Trip
Trips/Registrant
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 3,407
Kilometres/Vehicle 15,300

Georgina Mobility Transit System

SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	October 1990
MUNICIPAL CONTACT:	Stan Armstrong	POPULATION SERVED:	30,000
	(416) 476-4301	SERVICE AREA (ha):	28,853
OPERATIONS CONTACT:	Murray Walker	ADVISORY COMMITTEE?	yes
	(416) 476-4396	NUMBER OF MEMBERS:	7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board	X	
Unable to Use	X	
Unable to Use with Dignity		
Other		
ELIGIBILITY COMMITTEE?	yes	
MEMBERS?	3	
REGISTRATION REQUIRED?	yes	
REGISTRATION CARDS?	yes	
WAITING LIST?	no	
WAITING ON LIST?		

NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	63	34%
- Ambulatory	124	66%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	187	

HOW OFTEN IS REG. LIST SCREENED?	annually
COMPANIONS ALLOWED IF SPACE?	
VISITORS ELIGIBLE?	yes

FINANCIAL

OPERATING COSTS AND REVENUES:	Oper. Cost	Revenue
Dedicated	$80,685	
Non-Dedicated		
TOTAL:	$80,685	$4,508

NET OPERATING COST:	$76,178
Provincial Share	$38,089
Municipal Share	$38,089
Donations	

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	817	
- Ambulatory	1,614	
Attendants/Companions	76	
Other (not eligible)		
TOTAL:	2,507	

TRIP TYPES:	
Subscription	6%
Prebooked	5%
Reservation	88%
Demand-Response	1%
UNACCOMMODATED TRIP REQUESTS:	
CANCELLED TRIPS:	226
NO-SHOWS:	6

SERVICE

TYPE:	curb to curb
HOURS OF SERVICE:	
Weekdays	0900 to 1700
Saturday	
Sunday	
Holidays	
CALL-INS:	min 24 hours, no max
METHODS:	
Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50		
Child	$1.50		
Student			
Senior			
Attendant	$1.50		
Companion			
Other			

OTHER METHODS OF PAYMENT:	
COMPARISON WITH CONVENTIONAL TRANSIT:	
Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S–Wagon/Sedan				
Modified Vans				
Small Buses	1	5	4	1
Purpose–Built				
Other				
TOTAL VEHICLES	1			

Ownership: contracted operator
Maintenance: operator

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day		1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	41,726
Total	41,726

ANNUAL HOURS:

Revenue	2,080
Total	2,080

IS NON–DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office		1		
Mainten.		1		
Admin.		1		
TOTAL	1	3		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$12.03	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	5.8%
Net Operating Cost/Capita	$2.54
Municipal Net Cost/Capita	$1.27
Share of Net Cost:	
– Provincial	50%
– Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$38.79
Cost/Kilometre	$1.93
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0082
Revenue Vehicle Hours/Capita	0.0693
Trips/Capita	0.0836
Trips by Non–Dedicated Service	

EFFECTIVENESS:

Cost/Trip	– Dedicated	$33.19
	– Non–Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,080

SERVICE UTILIZATION:

Trips/Hour	1.17
Kilometres/Hour	20.06
Average Kilometres/Trip	17.16
Trips/Registrant	13.00
Unaccommodated Trip Requests	
Cancellations	9%
No–Shows	0%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,080
Kilometres/Vehicle	41,726

Gore Bay Easy Rider

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Joyce Foster
(705) 282-2420
OPERATIONS CONTACT: Joyce Foster
(705) 282-2420

SERVICE STARTED IN: January 1989
POPULATION SERVED: 1,000
SERVICE AREA (ha): 61,000
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? no
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	
– Ambulatory	
– Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$1,903	
Non-Dedicated		
TOTAL:	$1,903	$1,591

NET OPERATING COST: $312

Provincial Share	$586
Municipal Share	$312
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	19	
– Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	19	

TRIP TYPES:

Subscription	
Prebooked	100%
Reservation	
Demand-Response	

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:
Weekdays 0915 to 1615
Saturday
Sunday
Holidays
CALL-INS:
METHODS:
Registration
Reservations
Scheduling manually
Dispatching
FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$5.00		
Child	$5.00		
Student	$5.00		
Senior	$5.00		
Attendant	$5.00		
Companion	$5.00		
Other	$5.00		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours
Fare Structure

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	1	12		11
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	139
Total	139

ANNUAL HOURS:

Revenue	1,224
Total	1,224

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators				1
Office				
Mainten.				
Admin.		1		
TOTAL		1		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	83.6%
Net Operating Cost/Capita	$0.31
Municipal Net Cost/Capita	$0.31
Share of Net Cost	
- Provincial	64%
- Municipal (incl. donations)	36%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$1.55
Cost/Kilometre	$13.69
Maintenance Cost/Kilometre	$8.51

SERVICE:

Registrants/Capita	
Revenue Vehicle Hours/Capita	1.2240
Trips/Capita	0.0190
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$100.16
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,448

SERVICE UTILIZATION:

Trips/Hour	0.02
Kilometres/Hour	0.11
Average Kilometres/Trip	7.32
Trips/Registrant	
Unaccommodated Trip Requests	
Cancellations	
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,224
Kilometres/Vehicle	139

Guelph
Mobility Service Inc.

SERVICE OPERATED BY: non-profit organization
MUNICIPAL CONTACT: David Kennedy
(519) 837-5610
OPERATIONS CONTACT: Jack Quarrie
(519) 822-1811

SERVICE STARTED IN: August 1977
POPULATION SERVED: 85,000
SERVICE AREA (ha): 6,871
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	408	37%
– Ambulatory	685	63%
– Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,093	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$449,878	
Non-Dedicated	$57,591	
TOTAL:	$507,469	$68,722

NET OPERATING COST:	$438,747
Provincial Share	$281,291
Municipal Share	$157,456
Donations	$13,929

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible – Wheelchair	16,944	
– Ambulatory	14,892	12,078
Attendants/Companions	2,406	
Other (not eligible)		
TOTAL:	34,242	12,078

TRIP TYPES:

Subscription	40%
Prebooked	10%
Reservation	30%
Demand-Response	20%
UNACCOMMODATED TRIP REQUESTS:	878
CANCELLED TRIPS:	5,787
NO-SHOWS:	408

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
- Weekdays 0615 to 2315
- Saturday 0900 to 2000
- Sunday
- Holidays

CALL-INS: no min, max 6 days
METHODS:
- Registration computer assisted
- Reservations computer assisted
- Scheduling computer assisted
- Dispatching computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.20	$1.15	
Child	$1.20	$1.15	
Student	$1.20	$1.15	
Senior	$1.20	$1.15	
Attendant	$1.20	$1.15	
Companion	$1.20	$1.15	
Other	$1.20	$1.15	

OTHER METHODS OF PAYMENT:
subscription rate for B. of Educ.
COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours longer
- Fare Structure same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	8	5	8	3
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	8			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	5	6	5	6	6	2	1	
Saturday	1	1	2	2	1	1		
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 182,193
Total 185,325
ANNUAL HOURS:
Revenue 13,670
Total

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
compare known trip km's

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	6	3		
Office	2	1		
Maintan.				
Admin.	2			
TOTAL	10	4		

UNIONS:
Specialized ATU Local 1189
Conventional ATU Local 1189

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$12.02	$15.47
Maintenance		$18.55

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 13.5%
Net Operating Cost/Capita $5.16
Municipal Net Cost/Capita $1.85
Share of Net Cost
- Provincial 62%
- Municipal (incl. donations) 38%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $32.91
Cost/Kilometre $2.47
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0129
Revenue Vehicle Hours/Capita 0.1808
Trips/Capita 0.5449
Trips by Non-Dedicated Service 28%

EFFECTIVENESS:
Cost/Trip - Dedicated $14.13
- Non-Dedicated $4.77

LABOUR PRODUCTIVITY:
Hours/Operator 1,823

SERVICE UTILIZATION:
Trips/Hour 2.33
Kilometres/Hour 13.56
Average Kilometres/Trip 5.82
Trips/Registrant 40.18
Unaccommodated Trip Requests 2%
Cancellations 13%
No-Shows 1%

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 1,709
Kilometres/Vehicle 23,166

Halton Hills
Activan

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Ted Drewlo
(416) 873-2600
OPERATIONS CONTACT: Ted Tyler
(519) 853-1550

SERVICE STARTED IN: May 1981
POPULATION SERVED: 35,496
SERVICE AREA (ha): 28,065
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
determined by Advisory Committee

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	15	6%
- Ambulatory	146	58%
- Temporary	90	32%
Attendants/Companion	1	0%
Other (not eligible)		
TOTAL:	280	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$78,695	
Non-Dedicated		
TOTAL:	$78,695	$9,162

NET OPERATING COST: $87,533
Provincial Share $40,025
Municipal Share $27,506
Donations $800

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded
Eligible - Wheelchair		
- Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	5,721	

TRIP TYPES:

Subscription	24%
Prebooked	25%
Reservation	50%
Demand-Response	1%

UNACCOMMODATED TRIP REQUESTS: 300
CANCELLED TRIPS: 100
NO-SHOWS: 50

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:
Weekdays 0800 to 1700
Saturday
Sunday
Holidays
CALL-INS: min 24 hour, max 7 days
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00		
Child	$1.00		
Student			
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other			

OTHER METHODS OF PAYMENT:
School Board $5.00/student
COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours No Conv. Service
Fare Structure No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	3	4	4
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-8	8-11	11-2	2-4	4-6	6-8	9-12	12+
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 33,937
Total 37,937

ANNUAL HOURS:
Revenue 1,816
Total 2,494

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1		1	
Office			1	
Mainten.			1	
Admin.			4	
TOTAL	1		7	

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 11.9%
Net Operating Cost/Capita $1.90
Municipal Net Cost/Capita $0.77
Share of Net Cost
- Provincial 59%
- Municipal 41%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour $42.23
Cost/Kilometre $2.28
Maintenance Cost/Kilometre $0.23

SERVICE:
Registrants/Capita 0.0073
Revenue Vehicle Hours/Capita 0.0512
Trips/Capita 0.1612
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $13.41
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 1,211

SERVICE UTILIZATION:
Trips/Hour 3.15
Kilometres/Hour 20.89
Average Kilometres/Trip 6.63
Trips/Registrant 22.00
Unaccommodated Trip Requests 5%
Cancellations 2%
No-Shows 1%

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 1,816
Kilometres/Vehicle 37,937

Halton Region
Pegasus

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Joan Kaczmarski
(416) 825-8888
OPERATIONS CONTACT: Ted Tyler
(416) 853-1550

SERVICE STARTED IN: January 1988
POPULATION SERVED: 300,812
SERVICE AREA (ha): 96,305
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 3

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	164	42%
- Ambulatory	198	51%
- Temporary	24	6%
Attendants/Companions		
Other (not eligible)		
TOTAL:	386	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$76,798	
Non-Dedicated		
TOTAL:	$76,798	$7,017

NET OPERATING COST: $69,779
Provincial Share: $34,889
Municipal Share: $34,889
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	963	
- Ambulatory	1,275	
Attendants/Companions	72	
Other (not eligible)		
TOTAL:	2,330	

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS: 492
CANCELLED TRIPS: 237
NO-SHOWS:

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
Weekdays 0730 to 1730
Saturday
Sunday
Holidays
CALL-INS: min 24 hours, no max
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$3.25		
Child	$3.25		
Student	$3.25		
Senior	$3.25		
Attendant	$3.25		
Companion	$3.25		
Other	$3.25		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
6-Wagon/Sedan				
Modified Vans	1	3		1
Small Buses	1	4	6	2
Purpose-Built				
Other				
TOTAL VEHICLES	2			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	2	1	1	1	2			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	67,425
Total	67,425

ANNUAL HOURS

Revenue	2,485
Total	2,485

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS

PAYMENT METHOD
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES

	Full Time	Part Time	Shared	Volun
Operators	1	2		
Office		3		
Mainten.		2		
Admin.		6		
TOTAL	1	13		

UNIONS
Specialized
Conventional

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL

R/C = Op Revenue/Op Cost	9.1%
Net Operating Cost/Capita	$0.23
Municipal Net Cost/Capita	$0.12
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$31.15
Cost/Kilometre	$1.14
Maintenance Cost/Kilometre	$0.14

SERVICE

Registrants/Capita	0.0013
Revenue Vehicle Hours/Capita	0.0082
Trips/Capita	0.0078
Trips by Non-Dedicated Service	

EFFECTIVENESS

Cost/Trip	- Dedicated	$34.01
	- Non-Dedicated	

LABOUR PRODUCTIVITY

Hours/Operator	1,233

SERVICE UTILIZATION

Trips/Hour	0.92
Kilometres/Hour	27.35
Average Kilometres/Trip	29.88
Trips/Registrant	5.85
Unaccommodated Trip Requests	22%
Cancellations	10%
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,233
Kilometres/Vehicle	33,713

Hamilton D.A.R.T.S.

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT:
OPERATIONS CONTACT: Brian Pinto
(416) 529-1212

SERVICE STARTED IN: 1976
POPULATION SERVED: 520,000
SERVICE AREA (ha): 202
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 16

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	4,000	40%
- Ambulatory	6,000	60%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	10,000	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$3,648,000	
Non-Dedicated	$2,540,000	
TOTAL:	$6,188,000	$775,000

NET OPERATING COST: $5,413,000
Provincial Share $3,148,492
Municipal Share $2,266,508
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair		
- Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	161,000	267,000

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS: 1
CANCELLED TRIPS: 38
NO-SHOWS: 7

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0700 to 2300
Saturday	0800 to 1300
Sunday	0800 to 2300
Holidays	0800 to 2300

CALL-INS: no min, no max
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult		1	
Child		1	
Student		1	
Senior		1	
Attendant		1	
Companion		1	
Other		1	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	37	5	4	7
Purpose-Built	5	6	4	1
Other	45		6	5
TOTAL VEHICLES	87			

Ownership: non-profit organiz
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	60	70	75	82	75	40	15	
Saturday		30	35	30	20	15	10	3
Sunday		30	30	20	20	15	10	
Holidays		15	15	15	12	10	5	

ANNUAL KILOMETRES:

Revenue	1,667,000
Total	1,667,000

ANNUAL HOURS:

Revenue	89,000
Total	89,000

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 2

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators	38	42		
Office	16	3		2
Mainten.				
Admin.	4			
TOTAL	58	45		2

UNIONS:

Specialized	CUPE
Conventional	ATU

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.85	$17.00
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op Revenue/Op Cost	12.5%
Net Operating Cost/Capita	$10.41
Municipal Net Cost/Capita	$4.36
Share of Net Cost	
- Provincial	58%
- Municipal (incl. donations)	42%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$40.99
Cost/Kilometre	$2.19
Maintenance Cost/Kilometre	$0.19

SERVICE:

Registrants/Capita	0.0192
Revenue Vehicle Hours/Capita	0.1712
Trips/Capita	0.8231
Trips by Non-Dedicated Service	62%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$22.66
	- Non-Dedicated	$9.51

LABOUR PRODUCTIVITY:

Hours/Operator	1,561

SERVICE UTILIZATION:

Trips/Hour	1.81
Kilometres/Hour	18.73
Average Kilometres/Trip	10.35
Trips/Registrant	42.80
Unaccommodated Trip Requests	0.00%
Cancellations	0.01%
No-Shows	0.00%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,023
Kilometres/Vehicle	19,161

Kapuskasing Handi-Trans Service

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Y. Brousseau
(705) 335-2341
OPERATIONS CONTACT:

SERVICE STARTED IN: June 1990
POPULATION SERVED: 10,328
SERVICE AREA (ha): 8,400
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 2

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	5	7%
- Ambulatory	70	93%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	75	

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? no

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$26,862	
Non-Dedicated		
TOTAL:	$26,862	$2,000

NET OPERATING COST: $24,862
Provincial Share $18,648
Municipal Share $6,216
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	200	
- Ambulatory	3,000	
Attendants/Companions		
Other (not eligible)		
TOTAL:	3,200	

TRIP TYPES:

Subscription	
Prebooked	
Reservation	
Demand-Response	100%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0915 to 1630
Saturday	
Sunday	
Holidays	

CALL-INS: no min, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50		
Child	$1.50		
Student	$1.50		
Senior	$1.50		
Attendant			
Companion	$1.50		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	1	2	10	2
Other				
TOTAL VEHICLES	1			

Ownership: contracted operator
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	1	1	1	1	1	1	1	1
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 12,000
Total 12,000

ANNUAL HOURS:
Revenue 1,495
Total 1,495

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators		1		
Office				
Mainten.				
Admin.		1		
TOTAL		2		

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 7.4%
Net Operating Cost/Capita $2.41
Municipal Net Cost/Capita $0.60
Share of Net Cost
- Provincial 75%
- Municipal 25%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour $17.97
Cost/Kilometre $2.24
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0073
Revenue Vehicle Hours/Capita 0.1448
Trips/Capita 0.3098
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $8.39
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 2,990

SERVICE UTILIZATION:
Trips/Hour 2.14
Kilometres/Hour 8.03
Average Kilometres/Trip 3.75
Trips/Registrant 42.67
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 1,495
Kilometres/Vehicle 12,000

Kenora
Tri-Municipal Transit Service

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: W. Norrie
(807) 468-8906
OPERATIONS CONTACT:

SERVICE STARTED IN: June 1980
POPULATION SERVED: 15,000
SERVICE AREA (ha): 23,883
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE?
MEMBERS?

REGISTRATION REQUIRED?
REGISTRATION CARDS?
WAITING LIST?
WAITING ON LIST?

NUMBER OF REGISTRANTS:
- Eligible – Wheelchair
- – Ambulatory
- – Temporary
- Attendants/Companions
- Other (not eligible)
- TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?
VISITORS ELIGIBLE?

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$61,054	
Non-Dedicated		
TOTAL:	$61,054	$7,151

NET OPERATING COST: $53,903
- Provincial Share $39,934
- Municipal Share $13,969
- Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair		
– Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	7,151	

TRIP TYPES:
- Subscription
- Prebooked
- Reservation
- Demand-Response

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE:
HOURS OF SERVICE:
- Weekdays
- Saturday
- Sunday
- Holidays

CALL-INS:
METHODS:
- Registration
- Reservations
- Scheduling
- Dispatching

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours
- Fare Structure

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
8–Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose–Built				
Other				
TOTAL VEHICLES				

Ownership:
Maintenance:

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day								
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total
ANNUAL HOURS:
Revenue
Total

IS NON–DEDICATED SERVICE AVAILABLE?

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators				
Office				
Mainten.				
Admin.				
TOTAL				

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	11.7%
Net Operating Cost/Capita	$3.59
Municipal Net Cost/Capita	$0.93
Share of Net Cost	
– Provincial	74%
– Municipal (incl. donations)	26%

EFFICIENCY (Dedicated Service Only):
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita
Trips by Non–Dedicated Service

EFFECTIVENESS:
Cost/Trip – Dedicated
– Non–Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:
Trips/Hour
Kilometres/Hour
0.4787 Average Kilometres/Trip
Trips/Registrant
Unaccommodated Trip Requests
Cancellations
$8.54 No–Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle
Kilometres/Vehicle

Kingston Access Bus

SERVICE OPERATED BY:	non-profit organiz	SERVICE STARTED IN:	September 1987
MUNICIPAL CONTACT:	P.K. Fiebig	POPULATION SERVED:	89,000
	(613) 546-4291	SERVICE AREA (ha):	7,072
OPERATIONS CONTACT:	Lou Carpentier	ADVISORY COMMITTEE?	yes
	(613) 542-2512	NUMBER OF MEMBERS:	7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board		
Unable to Use		
Unable to Use with Dignity		
Other	X	
ELIGIBILITY COMMITTEE?	no	
MEMBERS?		
medical/health professional		
REGISTRATION REQUIRED?	yes	
REGISTRATION CARDS?	no	
WAITING LIST?	no	
WAITING ON LIST?		
NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	1,017	84%
- Ambulatory	166	14%
- Temporary	24	2%
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,207	
HOW OFTEN IS REG. LIST SCREENED?	annually	
COMPANIONS ALLOWED IF SPACE?	yes	
VISITORS ELIGIBLE?	yes	

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$957,615	
Non-Dedicated	$17,649	
TOTAL:	$975,264	$226,599

NET OPERATING COST:	$748,665
Provincial Share	$578,101
Municipal Share	$316,444
Donations	$500

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	61,155	
- Ambulatory	13,648	3,484
Attendants/Companions	6,792	
Other (not eligible)		
TOTAL:	81,593	3,484

TRIP TYPES:	
Subscription	45%
Prebooked	3%
Reservation	40%
Demand-Response	12%
UNACCOMMODATED TRIP REQUESTS:	254
CANCELLED TRIPS:	5,359
NO-SHOWS:	1,785

SERVICE

TYPE:	door to door
HOURS OF SERVICE:	
Weekdays	0730 to 2300
Saturday	0900 to 2300
Sunday	0900 to 2300
Holidays	0900 to 2100
CALL-INS:	min 1 hour, max 14 days
METHODS:	
Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00	$1.00	
Child	$1.00	$1.00	
Student	$1.00	$1.00	
Senior	$1.00	$1.00	
Attendant	$1.00	$1.00	
Companion	$1.00	$1.00	
Other	$1.00	$1.00	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	shorter
Fare Structure	different, $1.05

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S–Wagon/Sedan				
Modified Vans	15	7	2	6
Small Buses	4	6	4	3
Purpose–Built				
Other				
TOTAL VEHICLES	19			

Ownership: non–profit organiz

Maintenance: contracted out

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day	15	15	14	14	15	3	3	
Saturday		5	4	5	4	3	4	
Sunday		5	4	5	4	3	4	
Holidays		5	4	4	4	3		

ANNUAL KILOMETRES:

Revenue	456,342
Total	456,342

ANNUAL HOURS:

Revenue	31,880
Total	37,768

IS NON–DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 3

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate/meter rate

PAYMENT VERIFICATION:
receipts

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	13	7		
Office	2	2		
Mainten.				
Admin.	2			
TOTAL	17	9		

UNIONS:

Specialized	CBRT & GW Local 291
Conventional	CBRT & GW Local 291

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators	$11.98	$15.05
Maintenance		$16.29

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	23.2%
Net Operating Cost/Capita	$8.41
Municipal Net Cost/Capita	$3.56
Share of Net Cost	
– Provincial	65%
– Municipal (incl. donations)	35%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$30.03
Cost/Kilometre	$2.10
Maintenance Cost/Kilometre	$0.21

SERVICE:

Registrants/Capita	0.0136
Revenue Vehicle Hours/Capita	0.3583
Trips/Capita	0.9557
Trips by Non–Dedicated Service	4%

EFFECTIVENESS:

Cost/Trip	– Dedicated	$12.80
	– Non–Dedicated	$5.09

LABOUR PRODUCTIVITY:

Hours/Operator	1,933

SERVICE UTILIZATION

Trips/Hour	2.35
Kilometres/Hour	14.28
Average Kilometres/Trip	6.09
Trips/Registrant	64.84
Unaccommodated Trip Requests	0.32%
Cancellations	6.85%
No–Shows	2.28%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,678
Kilometres/Vehicle	23,965

Kitchener–Waterloo Project Lift Inc.

SERVICE OPERATED BY: non–profit organiz
MUNICIPAL CONTACT: John Webster
(519) 741–2230
OPERATIONS CONTACT: Dave Smith
(519) 744–5150

SERVICE STARTED IN: October 1973
POPULATION SERVED: 244,923
SERVICE AREA (ha): 14,000
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 21

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 4

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	2,100	60%
– Ambulatory	900	26%
– Temporary	500	14%
Attendants/Companions		
Other (not eligible)		
TOTAL:	3,500	

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$1,635,353	
Non–Dedicated	$248,831	
TOTAL:	$1,884,184	$151,793

NET OPERATING COST: $1,732,391

Provincial Share	$861,946
Municipal Share	$861,946
Donations	$8,500

ANNUAL ONE–WAY TRIPS:

	Dedicated	Non–Ded.
Eligible – Wheelchair	44,539	2,238
– Ambulatory	29,693	28,952
Attendants/Companions	7,141	
Other (not eligible)		
TOTAL:	81,373	31,190

TRIP TYPES:

Subscription	50%
Prebooked	18%
Reservation	23%
Demand–Response	11%

UNACCOMMODATED TRIP REQUESTS: 1,719
CANCELLED TRIPS: 7,521
NO–SHOWS: 1,454

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0700 to 0100
Saturday	0830 to 0100
Sunday	0900 to 2330
Holidays	0900 to 0100

CALL–INS: min 2 hours, max 7 days
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.20	10/$12.00	
Child	$1.20	10/$12.00	
Student	$1.20	10/$12.00	
Senior	$1.20	10/$12.00	
Attendant	$1.20	10/$12.00	
Companion	$1.20	10/$12.00	
Other	$1.20	10/$12.00	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S–Wagon/Sedan				
Modified Vans	13	5	4	3.7
Small Buses				
Purpose–Built				
Other				
TOTAL VEHICLES	13			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day	11	10	11	12	12	5	3	1
Saturday	3	4	5	5	3	2	1	1
Sunday		4	6	6	6	4	3	
Holidays		3	3	3	3	3	3	1

ANNUAL KILOMETRES:

Revenue	748,218
Total	755,023

ANNUAL HOURS:

Revenue	34,342
Total	39,458

IS NON–DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 3

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
bill verified and signed

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	22	1		
Office	6			
Mainten.				
Admin.	1			
TOTAL	29	1		

UNIONS:
Specialized
Conventional CBRW

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$13.96	$15.85
Maintenance		$17.73

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	8.1%
Net Operating Cost/Capita	$7.07
Municipal Net Cost/Capita	$3.52
Share of Net Cost	
– Provincial	50%
– Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$47.62
Cost/Kilometre	$2.19
Maintenance Cost/Kilometre	$0.33

SERVICE:

Registrants/Capita	0.0143
Revenue Vehicle Hours/Capita	0.1402
Trips/Capita	0.4596
Trips by Non–Dedicated Service	30%

EFFECTIVENESS:

Cost/Trip	– Dedicated	$22.03
	– Non–Dedicated	$7.56

LABOUR PRODUCTIVITY:

Hours/Operator	1,526

SERVICE UTILIZATION:

Trips/Hour	2.16
Kilometres/Hour	21.99
Average Kilometres/Trip	10.17
Trips/Registrant	30.12
Unaccommodated Trip Requests	1.63%
Cancellations	7.13%
No–Shows	1.38%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,642
Kilometres/Vehicle	58,079

Leamington Handi-Transit

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: G. Tracey
(519) 326-5761
OPERATIONS CONTACT: D. Ellis
(519) 966-0630

SERVICE STARTED IN: November 1984
POPULATION SERVED: 12,800
SERVICE AREA (ha): 827
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE?
MEMBERS?

REGISTRATION REQUIRED?
REGISTRATION CARDS?
WAITING LIST?
WAITING ON LIST?

NUMBER OF REGISTRANTS:
- Eligible - Wheelchair
- Ambulatory
- Temporary
- Attendants/Companions
- Other (not eligible)

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?
VISITORS ELIGIBLE?

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$19,410	
Non-Dedicated		
TOTAL:	$19,410	$1,486

NET OPERATING COST: $17,924
- Provincial Share $8,962
- Municipal Share $8,962
- Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair		
- Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	320	

TRIP TYPES:
- Subscription
- Prebooked
- Reservation
- Demand-Response

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE:
HOURS OF SERVICE:
- Weekdays
- Saturday
- Sunday
- Holidays

CALL-INS:
METHODS:
- Registration
- Reservations
- Scheduling
- Dispatching

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours
- Fare Structure

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES				

Ownership:

Maintenance:

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day								
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:
Revenue
Total

IS NON-DEDICATED SERVICE AVAILABLE?

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators				
Office				
Mainten.				
Admin.				
TOTAL				

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 7.7%
Net Operating Cost/Capita $1.40
Municipal Net Cost/Capita $0.70
Share of Net Cost
- Provincial 50%
- Municipal 50%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita 0.0250
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $60.86
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:
Trips/Hour
Kilometres/Hour
Average Kilometres/Trip
Trips/Registrant
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle
Kilometres/Vehicle

Lindsay Limo

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: J.B Luloff
(705) 324-6171
OPERATIONS CONTACT: Rod Boston
(705) 324-6211

SERVICE STARTED IN: January 1984
POPULATION SERVED: 16,285
SERVICE AREA (ha): 1,540
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 18

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board
- Unable to Use: X
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? yes
MEMBERS? 6

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	121	29%
– Ambulatory	304	65%
– Temporary	41	9%
Attendants/Companions		
Other (not eligible)		
TOTAL:	466	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$98,040	
Non-Dedicated		
TOTAL:	$98,040	$10,896

NET OPERATING COST: $85,144
- Provincial Share: $61,601
- Municipal Share: $23,543
- Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair		
– Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	10,896	

TRIP TYPES:
- Subscription: 50%
- Prebooked: 30%
- Reservation: 15%
- Demand-Response: 5%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
- Weekdays: 0815 to 1700
- Saturday: 1000 to 1500
- Sunday
- Holidays

CALL-INS: min 24 hours, no max
METHODS:
- Registration: manually
- Reservations: manually
- Scheduling: manually
- Dispatching: manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: longer
- Fare Structure: same

VEHICLES

VEHICLE TYPES	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
8-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	2	5	8	2
Other				
TOTAL VEHICLES	2			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION

	5-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	1	2	1	2	1			
Saturday	1	1	1	1				
Sunday								
Holidays								

ANNUAL KILOMETRES
Revenue 32,664
Total 32,664

ANNUAL HOURS
Revenue 2,892
Total 2,892

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS

PAYMENT METHOD
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office		2		
Mainten.				
Admin.		2		
TOTAL	1	4		

UNIONS
Specialized: RTW Local 307
Conventional:

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators	$10.97	$12.63
Maintenance	$15.00	

PERFORMANCE INDICATORS

FINANCIAL
R/C = Op Revenue/Op Cost 11.3%
Net Operating Cost/Capita $5.23
Municipal Net Cost/Capita $1.65
Share of Net Cost
- Provincial 72%
- Municipal 28%
(incl. donations)

EFFICIENCY (Dedicated Service Only)
Cost/Hour $33.21
Cost/Kilometre $2.94
Maintenance Cost/Kilometre

SERVICE
Registrants/Capita 0.0287
Revenue Vehicle Hours/Capita 0.1778
Trips/Capita 0.6699
Trips by Non-Dedicated Service

EFFECTIVENESS
Cost/Trip - Dedicated $4.81
- Non-Dedicated

LABOUR PRODUCTIVITY
Hours/Operator 2,892

SERVICE UTILIZATION
Trips/Hour 3.77
Kilometres/Hour 11.30
Average Kilometres/Trip 3.00
Trips/Registrant 23.38
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only)
Revenue Hours/Vehicle 1,446
Kilometres/Vehicle 16,342

Listowel

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT:
OPERATIONS CONTACT:

SERVICE STARTED IN: 1989
POPULATION SERVED: 5,000
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE?
MEMBERS?

REGISTRATION REQUIRED?
REGISTRATION CARDS?
WAITING LIST?
WAITING ON LIST?

NUMBER OF REGISTRANTS:
- Eligible – Wheelchair
- – Ambulatory
- – Temporary
- Attendants/Companions
- Other (not eligible)
- TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?
VISITORS ELIGIBLE?

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$12,177	
Non-Dedicated		
TOTAL:	$12,177	$6,594

NET OPERATING COST: $5,583
- Provincial Share: $4,187
- Municipal Share: $1,396
- Donations

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible – Wheelchair		
– Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,427	

TRIP TYPES:
- Subscription
- Prebooked
- Reservation
- Demand-Response

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE:
HOURS OF SERVICE:
- Weekdays
- Saturday
- Sunday
- Holidays

CALL-INS:
METHODS:
- Registration
- Reservations
- Scheduling
- Dispatching

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours
- Fare Structure

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
5–Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose–Built				
Other				
TOTAL VEHICLES				

Ownership:
Maintenance:

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day								
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total
ANNUAL HOURS:
Revenue
Total

IS NON–DEDICATED SERVICE AVAILABLE?

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators				
Office				
Mainten.				
Admin.				
TOTAL				

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 54.2%
Net Operating Cost/Capita $1.12
Municipal Net Cost/Capita $0.28
Share of Net Cost
- Provincial 75%
- Municipal 25%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita
Trips by Non–Dedicated Service

EFFECTIVENESS:
Cost/Trip – Dedicated
– Non–Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:
Trips/Hour
Kilometres/Hour
0.2854 Average Kilometres/Trip
Trips/Registrant
Unaccommodated Trip Requests
Cancellations
$8.53 No–Shows

VEHICLE UTILIZATION (Dedicated Service Only)
Revenue Hours/Vehicle
Kilometres/Vehicle

London Paratransit Service

SERVICE OPERATED BY:	private contractor	SERVICE STARTED IN:	November 1977
MUNICIPAL CONTACT:	G.A. McInnis	POPULATION SERVED:	300,000
	(519) 661-5414	SERVICE AREA (ha):	18,138
OPERATIONS CONTACT:	Jim Donnelly	ADVISORY COMMITTEE?	yes
	(519) 663-2222	NUMBER OF MEMBERS:	6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	X

ELIGIBILITY COMMITTEE? no

MEMBERS?

medical/health professional

REGISTRATION REQUIRED? yes

REGISTRATION CARDS? yes

WAITING LIST? no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	1,450	46%
– Ambulatory	1,700	54%
– Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	3,150	

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE? yes

VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$1,749,011	
Non-Dedicated		
TOTAL:	$1,749,011	$148,789

NET OPERATING COST: $1,600,222

Provincial Share $907,991

Municipal Share $692,231

Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	50,000	
– Ambulatory	61,098	
Attendants/Companions	7,933	
Other (not eligible)		
TOTAL:	119,031	

TRIP TYPES:

Subscription

Prebooked

Reservation

Demand-Response

UNACCOMMODATED TRIP REQUESTS: 2,061

CANCELLED TRIPS: 20,877

NO-SHOWS: 2,245

SERVICE

TYPE: accessible door

HOURS OF SERVICE:

Weekdays	0700 to 0000
Saturday	0830 to 0000
Sunday	0830 to 0000
Holidays	0830 to 0000

CALL-INS: min 1 hours, max 7 days

METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.25		
Child	$1.25		
Student	$1.25		
Senior	$1.25		
Attendant	$1.25		
Companion	$1.25		
Other	$1.25		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT

Conventional Hours	longer
Fare Structure	different, $1.10

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan	1		3	5
Modified Vans	14	3	6	5
Small Buses	3		10	5
Purpose-Built				
Other				
TOTAL VEHICLES	18			

Ownership: contracted operator
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	16	18	18	18	18	5	5	
Saturday	4	4	4	4	4	4	4	
Sunday	4	4	4	4	4	4	4	
Holidays	2	2	2	2	2	2	2	

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:
Revenue 58,176
Total 58,176

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	18	7		
Office	3	3		
Mainten.				
Admin.	2			
TOTAL	23	10		

UNIONS:
Specialized no
Conventional ATU Local 741

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators	$8.10	$15.87
Maintenance	$17.00	$17.94

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	8.5%
Net Operating Cost/Capita	$5.33
Municipal Net Cost/Capita	$2.31
Share of Net Cost	
- Provincial	57%
- Municipal (incl. donations)	43%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$30.06
Cost/Kilometre	
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0105
Revenue Vehicle Hours/Capita	0.1939
Trips/Capita	0.3968
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip - Dedicated	
- Non-Dedicated	$15.74

LABOUR PRODUCTIVITY:

Hours/Operator	2,706

SERVICE UTILIZATION

Trips/Hour	1.91
Kilometres/Hour	
Average Kilometres/Trip	
Trips/Registrant	35.27
Unaccommodated Trip Requests	1.86%
Cancellations	18.79%
No-Shows	2.02%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	3,232
Kilometres/Vehicle	

Manitouwadge Handi Transit

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: Ken Taniwa
(807) 826-3227
OPERATIONS CONTACT: Sandi Potter
(807) 826-3923

SERVICE STARTED IN: October 1990
POPULATION SERVED: 5,000
SERVICE AREA (ha): 37,297
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
advisory committee

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	6	8%
- Ambulatory	57	78%
- Temporary	10	14%
Attendants/Companions		
Other (not eligible)		
TOTAL:	73	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$35,386	
Non-Dedicated		
TOTAL:	$35,386	$35,385

NET OPERATING COST: $1

Provincial Share	$16,663
Municipal Share	$15,687
Donations	$2,155

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	179	
- Ambulatory	1,782	
Attendants/Companions	53	
Other (not eligible)		
TOTAL:	2,014	

TRIP TYPES:

Subscription	22%
Prebooked	14%
Reservation	40%
Demand-Response	25%

UNACCOMMODATED TRIP REQUESTS: 10
CANCELLED TRIPS: 58
NO-SHOWS: 8

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0800 to 1700
Saturday	
Sunday	
Holidays	

CALL-INS: no min, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50		
Child	$1.50		
Student	$1.50		
Senior	$1.50		
Attendant	$1.50		
Companion	$1.50		
Other			

OTHER METHODS OF PAYMENT:
charter rate of $20/hour, min of 3 hours
COMPARISON WITH CONVENTIONAL TRANSIT

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	6	2
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: non-profit organiz
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	5,863
Total	8,494

ANNUAL HOURS:

Revenue	2,008
Total	2,008

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	2		
Office		1		
Mainten.				
Admin.				
TOTAL	1	3		

UNIONS
Specialized
Conventional

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators	$8.50	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op Revenue/Op.Cost	100.0%
Net Operating Cost/Capita	$0.00
Municipal Net Cost/Capita	$3.14
Share of Net Cost	
- Provincial	48%
- Municipal (incl. donations)	52%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$17.62
Cost/Kilometre	$6.25
Maintenance Cost/Kilometre	$0.18

SERVICE:

Registrants/Capita	0.0146
Revenue Vehicle Hours/Capita	0.4016
Trips/Capita	0.4028
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	
	- Non-Dedicated	$18.04

LABOUR PRODUCTIVITY:

Hours/Operator	1.004

SERVICE UTILIZATION

Trips/Hour	0.98
Kilometres/Hour	4.23
Average Kilometres/Trip	4.33
Trips/Registrant	26.86
Unaccommodated Trip Requests	0.51%
Cancellations	2.86%
No-Shows	0.41%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,008
Kilometres/Vehicle	8,494

Markham
Mobility Bus Service

SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	June 1983
MUNICIPAL CONTACT:	D.F. Gordon	POPULATION SERVED:	150,000
	(416) 475-4710	SERVICE AREA (ha):	9,040
OPERATIONS CONTACT:	D.F. Gordon	ADVISORY COMMITTEE?	yes
	(416) 475-4710	NUMBER OF MEMBERS:	8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
advisory committee

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	234	28%
- Ambulatory	450	54%
- Temporary	150	18%
Attendants/Companions		
Other (not eligible)		
TOTAL:	834	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$347,479	
Non-Dedicated	$167,347	
TOTAL:	$514,826	$50,783

NET OPERATING COST:	$464,043
Provincial Share	$237,086
Municipal Share	$226,957
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	5,399	2,837
- Ambulatory	6,339	8,875
Attendants/Companions	883	723
Other (not eligible)		
TOTAL:	12,621	12,435

TRIP TYPES:

Subscription	40%
Prebooked	20%
Reservation	25%
Demand-Response	15%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 1,800
NO-SHOWS: 600

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0700 to 2200
Saturday	0900 to 0000
Sunday	0900 to 2000
Holidays	0900 to 2000

CALL-INS: no min, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.30		
Child	$1.30		
Student	$1.30		
Senior	$1.30		
Attendant	$1.30		
Companion	$1.30		
Other	$1.30		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	2	4	6	3
Purpose-Built	3	7	6	2.3
Other				
TOTAL VEHICLES	5			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	3	4	4	2	2		
Saturday		1	2	2	1	1	1	
Sunday		1	1	1				
Holidays		1	1	1				

ANNUAL KILOMETRES:
Revenue 136,180
Total 161,445

ANNUAL HOURS:
Revenue 9,055
Total 9,620

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
signed by passengers

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	4	3		
Office	1	4		
Mainten.		1		
Admin.		3		
TOTAL	5	11		

UNIONS:
Specialized CUPE Local 1219
Conventional no

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators	$15.79	$15.45
Maintenance	$17.56	$21.45

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op Revenue/Op Cost	9.9%
Net Operating Cost/Capita	$3.09
Municipal Net Cost/Capita	$1.51
Share of Net Cost	
- Provincial	51%
- Municipal (incl. donations)	49%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$38.37
Cost/Kilometre	$2.55
Maintenance Cost/Kilometre	$0.42

SERVICE:

0.0056	Registrants/Capita
0.0604	Revenue Vehicle Hours/Capita
0.1670	Trips/Capita
50%	Trips by Non-Dedicated Service

EFFECTIVENESS:

$29.60	Cost/Trip - Dedicated
$14.29	- Non-Dedicated

LABOUR PRODUCTIVITY:

1,646	Hours/Operator

SERVICE UTILIZATION:

1.30	Trips/Hour
17.83	Kilometres/Hour
13.75	Average Kilometres/Trip
28.12	Trips/Registrant
	Unaccommodated Trip Requests
7.68%	Cancellations
2.56%	No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):

1,811	Revenue Hours/Vehicle
32,289	Kilometres/Vehicle

Meaford
Rotary Handi Van

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: G. Shaw
(519) 538-1060
OPERATIONS CONTACT: P. Doran
(519) 538-3699

SERVICE STARTED IN: June 1990
POPULATION SERVED: 10,000
SERVICE AREA (ha): 51,800
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 4

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	100	29%
- Ambulatory	245	70%
- Temporary	5	1%
Attendants/Companions		
Other (not eligible)		
TOTAL:	350	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$51,393	
Non-Dedicated		
TOTAL:	$51,393	$9,579

NET OPERATING COST: $41,814
Provincial Share $28,035
Municipal Share $7,527
Donations $5,018

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,458	
- Ambulatory	2,440	504
Attendants/Companions	878	
Other (not eligible)		
TOTAL:	4,776	504

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:
Weekdays 0800 to 1700
Saturday
Sunday
Holidays
CALL-INS: min 24 hours, no max
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually
FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other	$1.00		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours No Conv. Service
Fare Structure No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	4	6	1.5
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	41,000
Total	41,000

ANNUAL HOURS:

Revenue	2,016
Total	2,016

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 3

PAYMENT METHOD (ie. flat rate, hourly, per km etc.): per kilometre

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES

	Full Time	Part Time	Shared	Volun
Operators				
Office				
Mainten				
Admin				
TOTAL				

UNIONS
Specialized
Conventional

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	18.6%
Net Operating Cost/Capita	$4.18
Municipal Net Cost/Capita	$0.75
Share of Net Cost	
- Provincial	69%
- Municipal (incl. donations)	31%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$25.49
Cost/Kilometre	$1.25
Maintenance Cost/Kilometre	$0.08

SERVICE:

Registrants/Capita	0.0350
Revenue Vehicle Hours/Capita	0.2016
Trips/Capita	0.5280
Trips by Non-Dedicated Service	11%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$13.18
	- Non-Dedicated	

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION

Trips/Hour	1.93
Kilometres/Hour	20.34
Average Kilometres/Trip	10.52
Trips/Registrant	12.58
Unaccommodated Trip Requests	
Cancellations	
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,016
Kilometres/Vehicle	41,000

Mildmay
Bruce, Grey & Huron
Disability Transportation
Corp.

SERVICE OPERATED BY:	non-profit organiz		SERVICE STARTED IN:	June	1972
MUNICIPAL CONTACT:	David Johnston		POPULATION SERVED:		50,000
	(519) 367-2617		SERVICE AREA (ha):		13
OPERATIONS CONTACT:	Joseph Pickering		ADVISORY COMMITTEE?		yes
	(519) 881-2230		NUMBER OF MEMBERS:		19

REGISTRANTS

LOCAL ELIGIBILITY CRITERION	
Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	
ELIGIBILITY COMMITTEE?	yes
MEMBERS?	4
medical/health professional	
REGISTRATION REQUIRED?	no
REGISTRATION CARDS?	no
WAITING LIST?	no
WAITING ON LIST?	
NUMBER OF REGISTRANTS:	
Eligible – Wheelchair	
– Ambulatory	
– Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	
HOW OFTEN IS REG. LIST SCREENED?	
COMPANIONS ALLOWED IF SPACE?	no
VISITORS ELIGIBLE?	yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$338,435	
Non-Dedicated		
TOTAL:	$338,435	$272,014
NET OPERATING COST:		$66,421
Provincial Share		$199,263
Municipal Share		
Donations		

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded
Eligible – Wheelchair	19,400	
– Ambulatory	12,934	
Attendants/Companions		
Other (not eligible)		
TOTAL:	32,334	

TRIP TYPES:	
Subscription	65%
Prebooked	15%
Reservation	
Demand-Response	20%
UNACCOMMODATED TRIP REQUESTS:	
CANCELLED TRIPS:	
NO-SHOWS:	

SERVICE

TYPE:	door to door
HOURS OF SERVICE:	
Weekdays	0600 to 2000
Saturday	0800 to 2200
Sunday	0800 to 1900
Holidays	0800 to 1700
CALL-INS:	no min, no max
METHODS:	
Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.25		
Child	$2.25		
Student	$2.25		
Senior	$2.25		
Attendant	$2.25		
Companion	$2.25		
Other	$2.25		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	3	3	4	3.5
Small Buses	10	4.5	6.5	4
Purpose-Built				
Other				
TOTAL VEHICLES	13			

Ownership: non-profit organiz
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	9	9	4	9	9	1	1	1
Saturday								
Sunday	4	4	1	1	2	2	1	1
Holidays	3	3	1	1	1	1	1	1

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:
Revenue
Total

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	8			
Office	1			
Mainten.				
Admin.	1			
TOTAL	10			

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.85	
Maintenance	$10.85	

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op. Revenue/Op. Cost 80.4%
Net Operating Cost/Capita $1.33
Municipal Net Cost/Capita
Share of Net Cost
- Provincial 100%
- Municipal
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita
Revenue Vehicle Hours/Capita
Trips/Capita 0.6467
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $10.47
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:
Trips/Hour
Kilometres/Hour
Average Kilometres/Trip
Trips/Registrant
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle
Kilometres/Vehicle

Milton Specialized Transit Service

SERVICE OPERATED BY: private contractors
MUNICIPAL CONTACT: Bill Roberts
(416) 878-7211
OPERATIONS CONTACT: John Eldert
(416) 873-1808

SERVICE STARTED IN: August 1987
POPULATION SERVED: 34,000
SERVICE AREA (ha): 2,900
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board
- Unable to Use: X
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	64	41%
- Ambulatory	90	58%
- Temporary	2	1%
Attendants/Companions		
Other (not eligible)		
TOTAL:	156	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$25,291	
Non-Dedicated	$23,350	
TOTAL:	$48,641	$3,084

NET OPERATING COST:	$45,558
Provincial Share	$25,315
Municipal Share	$25,315
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	900	156
- Ambulatory	986	500
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,886	656

TRIP TYPES:

Subscription	39%
Prebooked	8%
Reservation	47%
Demand-Response	6%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0700 to 1800
Saturday	0900 to 1700
Sunday	
Holidays	

CALL-INS: min 24 hours, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:
<5km $0.9, >5km $2.25
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	same
Fare Structure	same

VEHICLES

VEHICLE TYPES	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	2	3	3
Small Buses				
Purpose-Built				
Other	3		2	5
TOTAL VEHICLES	4			

Ownership: contracted operator
Maintenance: operator

FLEET DISTRIBUTION

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	3	2	2	2	3			
Saturday	2	2	2	2	2			
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	59,316
Total	59,316

ANNUAL HOURS

Revenue	3,127
Total	3,177

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS 3

PAYMENT METHOD
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION
sign receipt

EMPLOYEES

NUMBER OF EMPLOYEES

	Full Time	Part Time	Shared	Volun.
Operators	1	3		
Office		1		
Mainten.				
Admin.	1	1		
TOTAL	2	5		

UNIONS
Specialized: no
Conventional:

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL

R/C = Op Revenue/Op Cost	8.3%
Net Operating Cost/Capita	$1.34
Municipal Net Cost/Capita	$0.74
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$8.09
Cost/Kilometre	$0.43
Maintenance Cost/Kilometre	

SERVICE

Registrants/Capita	0.0046
Revenue Vehicle Hours/Capita	0.0920
Trips/Capita	0.0748
Trips by Non-Dedicated Service	26%

EFFECTIVENESS

Cost/Trip - Dedicated	$13.41
- Non-Dedicated	$35.59

LABOUR PRODUCTIVITY

Hours/Operator	1,251

SERVICE UTILIZATION

Trips/Hour	0.60
Kilometres/Hour	18.97
Average Kilometres/Trip	31.45
Trips/Registrant	16.29
Unaccommodated Trip Requests	
Cancellations	
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	782
Kilometres/Vehicle	14,829

Newcastle
Handi Transit Inc.

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Marie Marano
(416) 623-3379
OPERATIONS CONTACT: Doug Manuel
(416) 571-1222

SERVICE STARTED IN: October 1981
POPULATION SERVED: 48,000
SERVICE AREA (ha): 57,590
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? no
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:
- Eligible - Wheelchair
- Eligible - Ambulatory
- Eligible - Temporary
- Attendants/Companions
- Other (not eligible)
- TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$95,506	
Non-Dedicated		
TOTAL:	$95,506	$12,843

NET OPERATING COST: $82,663
- Provincial Share
- Municipal Share
- Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	2,088	
Eligible - Ambulatory		
Attendants/Companions	243	
Other (not eligible)		
TOTAL:	2,331	

TRIP TYPES:
- Subscription
- Prebooked 68%
- Reservation 32%
- Demand-Response

UNACCOMMODATED TRIP REQUESTS: 12
CANCELLED TRIPS: 46
NO-SHOWS:

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
- Weekdays 0730 to 1730
- Saturday
- Sunday
- Holidays

CALL-INS: min 1 hour, max 3 days
METHODS:
- Registration manually
- Reservations manually
- Scheduling manually
- Dispatching manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:
zone fares, monthly billing, agency contracts
COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours
- Fare Structure

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	3	5	2	6
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	3			

Ownership: non-profit organiz
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	3	3	2	3	3			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	53,713
Total	54,363

ANNUAL HOURS:

Revenue	2,239
Total	2,761

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators	2	1		
Office	3	1		
Mainten.				
Admin.	1	1		
TOTAL	6	3		

UNIONS:
Specialized Teamsters Local 938
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.97	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	13.4%
Net Operating Cost/Capita	$1.72
Municipal Net Cost/Capita	
Share of Net Cost	
- Provincial	
- Municipal (incl. donations)	

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$42.66
Cost/Kilometre	$1.78
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	
Revenue Vehicle Hours/Capita	0.0466
Trips/Capita	0.0486
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$45.74
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	896

SERVICE UTILIZATION:

Trips/Hour	0.93
Kilometres/Hour	24.28
Average Kilometres/Trip	26.04
Trips/Registrant	
Unaccommodated Trip Requests	0.57%
Cancellations	2.20%
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	746
Kilometres/Vehicle	18,121

Newmarket
Newmarket Transit

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: James M. Barber
(416) 895-5193
OPERATIONS CONTACT: James M. Barber
(416) 895-5193

SERVICE STARTED IN: December 1981
POPULATION SERVED: 43,000
SERVICE AREA (ha): 3,628
ADVISORY COMMITTEE? no
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	93	15%
– Ambulatory	525	85%
– Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	618	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$185,909	
Non-Dedicated		
TOTAL:	$185,909	$37,844

NET OPERATING COST: $148,065
Provincial Share $111,048
Municipal Share $37,017
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	2,212	
– Ambulatory	20,043	
Attendants/Companions	2,375	
Other (not eligible)		
TOTAL:	24,630	

TRIP TYPES:

Subscription	40%
Prebooked	2%
Reservation	58%
Demand-Response	1%

UNACCOMMODATED TRIP REQUESTS: 47
CANCELLED TRIPS: 127
NO-SHOWS: 50

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:
Weekdays 0800 to 1800
Saturday 0900 to 1600
Sunday
Holidays
CALL-INS: min 24 hours, max 14 days
METHODS:
Registration computer assisted
Reservations computer assisted
Scheduling computer assisted
Dispatching computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.25		
Child	$1.25		
Student	$1.25		
Senior	$1.25		
Attendant	$1.25		
Companion	$1.25		
Other			

OTHER METHODS OF PAYMENT:
subscription service $1.00/trip
COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours longer
Fare Structure different, $.90

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	2	6	6	6
Purpose-Built	1	6	6	2
Other				
TOTAL VEHICLES	3			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	2			
Saturday		1	1	1				
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	56,355
Total	56,355

ANNUAL HOURS:

Revenue	5,119
Total	5,384

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	2	1		
Office	1			
Mainten.				
Admin.	1			
TOTAL	4	1		

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$16.30	$14.00
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	20.4%
Net Operating Cost/Capita	$3.44
Municipal Net Cost/Capita	$0.86
Share of Net Cost	
- Provincial	75%
- Municipal (incl. donations)	25%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$36.32
Cost/Kilometre	$3.30
Maintenance Cost/Kilometre	$0.36

SERVICE:

Registrants/Capita	0.0144
Revenue Vehicle Hours/Capita	0.1190
Trips/Capita	0.5728
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip - Dedicated	$8.35
- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,048

SERVICE UTILIZATION:

Trips/Hour	4.35
Kilometres/Hour	11.01
Average Kilometres/Trip	2.53
Trips/Registrant	36.01
Unaccommodated Trip Requests	0.21%
Cancellations	0.57%
No-Shows	0.22%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,706
Kilometres/Vehicle	18,785

Niagara Falls Chair-A-Van

SERVICE OPERATED BY: transit commission
MUNICIPAL CONTACT: T. Librock
(416) 356-1179
OPERATIONS CONTACT:

SERVICE STARTED IN: May 1977
POPULATION SERVED: 72,100
SERVICE AREA (ha): 21,165
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 1

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	218	39%
- Ambulatory	334	61%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	552	

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? no

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$164,272	
Non-Dedicated		
TOTAL:	$164,272	$17,810

NET OPERATING COST:	$146,462
Provincial Share	$78,928
Municipal Share	$67,534
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	6,974	
- Ambulatory	4,000	
Attendants/Companions		
Other (not eligible)		
TOTAL:	10,974	

TRIP TYPES:

Subscription	15%
Prebooked	80%
Reservation	
Demand-Response	5%

UNACCOMMODATED TRIP REQUESTS:	158
CANCELLED TRIPS:	2,239
NO-SHOWS:	365

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:

Weekdays	0800 to 2300
Saturday	0800 to 1600
Sunday	0800 to 1600
Holidays	

CALL-INS: min 48 hours, max 30 days
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.05	20/$21.00	
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	same
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	2	3	3	5
Small Buses	1	4	4	5
Purpose-Built				
Other				
TOTAL VEHICLES	3			

Ownership: transit commission
Maintenance: transit authority

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	1	1	1	
Saturday	1	1	1	1	1	1	1	
Sunday	1	1	1	1	1	1	1	
Holidays	1	1	1	1	1	1	1	

ANNUAL KILOMETRES:

Revenue	66,973
Total	66,973

ANNUAL HOURS:

Revenue	4,740
Total	4,740

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators	2	1		4
Office	1			
Mainten.				
Admin.				
TOTAL	3	1		4

UNIONS:
Specialized no
Conventional ATU Local 1582

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.41	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	10.8%
Net Operating Cost/Capita	$2.03
Municipal Net Cost/Capita	$0.94
Share of Net Cost	
- Provincial	54%
- Municipal (incl. donations)	46%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$34.66
Cost/Kilometre	$2.45
Maintenance Cost/Kilometre	$0.36

SERVICE:

Registrants/Capita	0.0077
Revenue Vehicle Hours/Capita	0.0657
Trips/Capita	0.1522
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$14.97
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,053

SERVICE UTILIZATION:

Trips/Hour	2.32
Kilometres/Hour	14.13
Average Kilometres/Trip	6.10
Trips/Registrant	19.88
Unaccommodated Trip Requests	1.42%
Cancellations	20.40%
No-Shows	3.33%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,580
Kilometres/Vehicle	22,324

Nickel Centre Transportation for Physically Disabled

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Ross Anderson
(705) 693-2771
OPERATIONS CONTACT:

SERVICE STARTED IN: October 1990
POPULATION SERVED: 11,815
SERVICE AREA (ha): 43,254
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 3

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	20	32%
- Ambulatory	41	66%
- Temporary	1	2%
Attendants/Companions		
Other (not eligible)		
TOTAL:	62	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? no

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$61,415	
Non-Dedicated		
TOTAL:	$61,415	$32,248

NET OPERATING COST:	$29,167
Provincial Share	$29,167
Municipal Share	
Donations	$31,234

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair		
- Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,540	

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:
Weekdays 0800 to 1530
Saturday
Sunday
Holidays
CALL-INS: min 24 hours, no max
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually
FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.00		
Child	$2.00		
Student	$2.00		
Senior	$2.00		
Attendant	$2.00		
Companion	$2.00		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	1	5	4	
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1				
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:
Revenue 2,000
Total 2,000

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators				
Office				
Mainten.				
Admin.				
TOTAL				

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 52.5%
Net Operating Cost/Capita $2.47
Municipal Net Cost/Capita
Share of Net Cost
- Provincial 48%
- Municipal (incl. donations) 52%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $30.71
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0052
Revenue Vehicle Hours/Capita 0.1693
Trips/Capita 0.1303
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $39.88
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:
Trips/Hour 0.77
Kilometres/Hour
Average Kilometres/Trip
Trips/Registrant 24.84
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only)
Revenue Hours/Vehicle 2,000
Kilometres/Vehicle

North Bay Para-Bus

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Terry Brent
(705) 474-0400
OPERATIONS CONTACT: Betty Gifford
(705) 476-5530

SERVICE STARTED IN: July 1982
POPULATION SERVED: 49,000
SERVICE AREA (ha): 8,700
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
City of North Bay Transit Mngr

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	125	16%
- Ambulatory	658	84%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	783	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$308,081	
Non-Dedicated		
TOTAL:	$308,081	

NET OPERATING COST: $98,560
Provincial Share $193,700
Municipal Share $98,560
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair		
- Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	25,076	

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:

Weekdays	0730 to 1715
Saturday	0830 to 1630
Sunday	
Holidays	

CALL-INS: min 24 hours, max 7 days
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00	10/$10.00	
Child	$1.00	10/$10.00	
Student	$1.00	10/$10.00	
Senior	$1.00	10/$10.00	
Attendant	$1.00	10/$10.00	
Companion	$1.00	10/$10.00	
Other	$1.00	10/$10.00	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	2	2	3	3
Small Buses				
Purpose-Built	4	4	4	3
Other				
TOTAL VEHICLES	6			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	4	4	4	4	4			
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 14,972
Total

ANNUAL HOURS:
Revenue 8,179
Total 8,179

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators	4	2		
Office	1	1		
Mainten.				
Admin.	1			
TOTAL	6	3		

UNIONS:
Specialized Teamsters Local 230
Conventional CUPE Local 122

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.52	$15.28
Maintenance		$17.63

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost
Net Operating Cost/Capita $2.01
Municipal Net Cost/Capita $2.01
Share of Net Cost
- Provincial 66%
- Municipal (incl. donations) 34%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $37.67
Cost/Kilometre $20.58
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0160
Revenue Vehicle Hours/Capita 0.1669
Trips/Capita 0.5118
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $12.29
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 1,638

SERVICE UTILIZATION:
Trips/Hour 3.07
Kilometres/Hour
Average Kilometres/Trip
Trips/Registrant 32.03
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 1,363
Kilometres/Vehicle

Oakville Care-A-Van

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: T.L. Beatson
(416) 844-0881
OPERATIONS CONTACT: Roy B. McEwen
(416) 844-0881

SERVICE STARTED IN: June 1980
POPULATION SERVED: 108,700
SERVICE AREA (ha): 7,000
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 3

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
[illegible]TING LIST? no
[illegible]AITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	119	24%
- Ambulatory	372	74%
- Temporary	12	2%
Attendants/Companions		
Other (not eligible)		
TOTAL:	503	

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$237,522	
Non-Dedicated	$22,948	
TOTAL:	$260,470	$19,010

NET OPERATING COST:	$241,460
Provincial Share	$121,903
Municipal Share	$119,557
Donations	$136

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	3,612	
- Ambulatory	7,747	3,025
Attendants/Companions	869	
Other (not eligible)		
TOTAL:	12,228	3,025

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 1,087
NO-SHOWS: 52

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0700 to 2400
Saturday	0700 to 2400
Sunday	0900 to 1800
Holidays	

CALL-INS: min 24 hours, max 7 days
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.30	10/$13.00	
Child	$1.30	10/$13.00	
Student	$1.30	10/$13.00	
Senior	$1.30	10/$13.00	
Attendant	$1.30	10/$13.00	
Companion	$1.30	10/$13.00	
Other	$1.30	10/$13.00	

OTHER METHODS OF PAYMENT:
charter rate of $40/hour
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	same
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	3	5	4	4
Purpose-Built	3	5	6	1.7
Other	50			
TOTAL VEHICLES	56			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	2.7	2.7	2	2	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	100,065
Total	100,065

ANNUAL HOURS:

Revenue	4,880
Total	4,880

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
receipt check

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	2	1		
Office	1			
Mainten.		2		
Admin.		1		
TOTAL	3	4		

UNIONS:

Specialized	CAW Local 1256
Conventional	CAW Local 1256

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$15.99	$15.99
Maintenance	$19.12	$19.12

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	7.3%
Net Operating Cost/Capita	$2.22
Municipal Net Cost/Capita	$1.10
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$48.67
Cost/Kilometre	$2.37
Maintenance Cost/Kilometre	$0.52

SERVICE:

Registrants/Capita	0.0046
Revenue Vehicle Hours/Capita	0.0449
Trips/Capita	0.1403
Trips by Non-Dedicated Service	21%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$20.91
	- Non-Dedicated	$7.59

LABOUR PRODUCTIVITY:

Hours/Operator	1,952

SERVICE UTILIZATION:

Trips/Hour	2.33
Kilometres/Hour	20.51
Average Kilometres/Trip	8.81
Trips/Registrant	28.60
Unaccommodated Trip Requests	
Cancellations	7.56%
No-Shows	0.36%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	813
Kilometres/Vehicle	16,678

Onaping Falls/ Rayside-Balfour Handi-Transit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Manny Novoa
(705) 966-3431
OPERATIONS CONTACT: Don Gray
(705) 966-3400

SERVICE STARTED IN: May 1991
POPULATION SERVED: 19,909
SERVICE AREA (ha): 61,502
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	X
Other	X

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	21	38%
- Ambulatory	17	31%
- Temporary	7	13%
Attendants/Companion	10	18%
Other (not eligible)		
TOTAL:	55	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? no
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$32,195	
Non-Dedicated		
TOTAL:	$32,195	$1,058

NET OPERATING COST:	$31,137
Provincial Share	$15,569
Municipal Share	$15,568
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	252	
- Ambulatory	224	
Attendants/Companions	22	
Other (not eligible)		
TOTAL:	498	

TRIP TYPES:

Subscription	
Prebooked	100%
Reservation	
Demand-Response	

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0800 to 1700
Saturday	
Sunday	
Holidays	

CALL-INS: min 7 days, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:
min $1.00, max $3.00, pay by distance
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	shorter
Fare Structure	different

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	1	7	6	1
Other				
TOTAL VEHICLES	1			

Ownership: contracted operator
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	32,749
Total	32,749

ANNUAL HOURS:

Revenue	2,080
Total	2,080

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD (ie. flat rate, hourly, per km etc.):

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office	1			
Mainten.		1		
Admin.		1		
TOTAL	2	2		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.00	
Maintenance	$25.00	

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op. Revenue/Op. Cost	3.3%
Net Operating Cost/Capita	$1.56
Municipal Net Cost/Capita	$0.78
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$15.48
Cost/Kilometre	$0.98
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0028
Revenue Vehicle Hours/Capita	0.1045
Trips/Capita	0.0250
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$67.64
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,080

SERVICE UTILIZATION:

Trips/Hour	0.23
Kilometres/Hour	15.74
Average Kilometres/Trip	68.80
Trips/Registrant	8.65
Unaccommodated Trip Requests	
Cancellations	
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,080
Kilometres/Vehicle	32,749

Orillia Wheelchair Limousine Service

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Gail Barrett
(705) 325-1311
OPERATIONS CONTACT: Steve Shane
(705) 325-7376

SERVICE STARTED IN: June 1987
POPULATION SERVED: 25,000
SERVICE AREA (ha): 2,129
ADVISORY COMMITTEE? no
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 3

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	260	91%
- Ambulatory	26	9%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	286	

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? no
VISITORS ELIGIBLE? no

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$72,435	
Non-Dedicated		
TOTAL:	$72,435	$8,837

NET OPERATING COST:	$63,598
Provincial Share	$38,985
Municipal Share	$24,613
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	5,331	
- Ambulatory	120	
Attendants/Companions	600	
Other (not eligible)		
TOTAL:	6,051	

TRIP TYPES:

Subscription	18%
Prebooked	27%
Reservation	42%
Demand-Response	13%

UNACCOMMODATED TRIP REQUESTS: 40
CANCELLED TRIPS: 40
NO-SHOWS: 30

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0800 to 1700
Saturday	1000 to 1700
Sunday	
Holidays	

CALL-INS: min 24 hours, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other	$1.00		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different, $0.90

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	4	5
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		1	1	1	1			
Saturday		1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 25,400
Total 27,000

ANNUAL HOURS:
Revenue 2,707
Total 2,779

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	3		
Office		5		
Mainten.		5		
Admin.		4		
TOTAL	1	17		

UNIONS:
Specialized CBRT Local 307
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.40	$11.24
Maintenance	$14.85	

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	12.2%
Net Operating Cost/Capita	$2.54
Municipal Net Cost/Capita	$0.98
Share of Net Cost	
- Provincial	61%
- Municipal (incl. donations)	39%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$26.76
Cost/Kilometre	$2.85
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0114
Revenue Vehicle Hours/Capita	0.1083
Trips/Capita	0.2420
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$13.29
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,083

SERVICE UTILIZATION:

Trips/Hour	2.01
Kilometres/Hour	9.97
Average Kilometres/Trip	4.95
Trips/Registrant	19.06
Unaccommodated Trip Requests	0.73%
Cancellations	0.73%
No-Shows	0.55%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,707
Kilometres/Vehicle	27,000

Oshawa
Handi Transit Inc.

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: I. Schaffer
(416) 725-7351
OPERATIONS CONTACT: Doug Manuel
(416) 571-1222

SERVICE STARTED IN: January 1974
POPULATION SERVED: 123,700
SERVICE AREA (ha): 6,216
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? no
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	
- Ambulatory	
- Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$589,883	
Non-Dedicated		
TOTAL:	$589,883	$212,550

NET OPERATING COST:	$377,333
Provincial Share	$268,766
Municipal Share	$108,567
Donations	

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	26,158	
- Ambulatory	8,800	
Attendants/Companions	4,312	
Other (not eligible)		
TOTAL:	39,270	

TRIP TYPES:	
Subscription	40%
Prebooked	14%
Reservation	23%
Demand-Response	22%
UNACCOMMODATED TRIP REQUESTS:	343
CANCELLED TRIPS:	1,604
NO-SHOWS:	

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0700 to 2230
Saturday	0800 to 2300
Sunday	0930 to 2200
Holidays	0830 to 1700

CALL-INS: min 1 hour, max 3 days
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50	$1.50	
Child	$1.50	$1.50	
Student	$1.50	$1.50	
Senior	$1.50	$1.50	
Attendant	$1.50	$1.50	
Companion	$1.50	$1.50	
Other	$1.50	$1.50	

OTHER METHODS OF PAYMENT:
monthly billing, agency contracts
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different, $1.25

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	8	5	4	
Small Buses				
Purpose-Built				
Other	14			
TOTAL VEHICLES	22			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	6	6	4	7	7	1	1	
Saturday	1	1	1	1	1	1	1	1
Sunday	1	1	1	1	1	1	1	1
Holidays	1	1	1	1	1	1	1	1

ANNUAL KILOMETRES:
Revenue 208,060
Total 231,060
ANNUAL HOURS:
Revenue 15,737
Total 16,776

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	5	2		
Office	3	1		
Mainten. Admin.	1	1		
TOTAL	9	4		

UNIONS:
Specialized Teamsters Local 938
Conventional CAW Local 222

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.97	$18.93
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 36.0%
Net Operating Cost/Capita $3.05
Municipal Net Cost/Capita $0.88
Share of Net Cost
- Provincial 71%
- Municipal (incl. donations) 29%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $37.48
Cost/Kilometre $2.84
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita
Revenue Vehicle Hours/Capita 0.1272
Trips/Capita 0.3175
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $16.87
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 2,623

SERVICE UTILIZATION:
Trips/Hour 2.22
Kilometres/Hour 14.68
Average Kilometres/Trip 6.61
Trips/Registrant
Unaccommodated Trip Requests 0.98%
Cancellations 4.59%
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 1,967
Kilometres/Vehicle 28,883

Ottawa-Carleton
Para Transpo

SERVICE OPERATED BY: transit commission/contractor
MUNICIPAL CONTACT: Pat Larkin
(613) 748-4406
OPERATIONS CONTACT: Pat Larkin
(613) 748-4406

SERVICE STARTED IN: 1974
POPULATION SERVED: 568,300
SERVICE AREA (ha): 38,000
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 12

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board: X
- Unable to Use
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? no
MEMBERS?
medical/health professional

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	5,388	32%
- Ambulatory	10,709	63%
- Temporary	912	5%
Attendants/Companions		
Other (not eligible)		
TOTAL:	17,009	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$11,420,756	
Non-Dedicated		
TOTAL:	$11,420,756	$698,631

NET OPERATING COST: $10,722,125
- Provincial Share: $5,415,590
- Municipal Share: $5,760,218
- Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	210,177	
- Ambulatory	280,113	
Attendants/Companions	49,463	
Other (not eligible)		
TOTAL:	490,290	

TRIP TYPES:
- Subscription: 39%
- Prebooked
- Reservation: 48%
- Demand-Response: 13%

UNACCOMMODATED TRIP REQUESTS: 845
CANCELLED TRIPS: 56,359
NO-SHOWS: 28,087

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
- Weekdays: 0630 to 2430
- Saturday: 0630 to 2430
- Sunday: 0630 to 2430
- Holidays: 0630 to 2430

CALL-INS: no min, max 1 day
METHODS:
- Registration: computer assisted
- Reservations: computer assisted
- Scheduling: manual/computer assisted
- Dispatching: manual/computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$0.95	1	$63/48/39
Child	$0.95	1	$63/48/39
Student	$0.95	1	$63/48/39
Senior	$0.95	1	$63/48/39
Attendant			
Companion	$0.95	1	$63/48/39
Other	$0.95	1	$63/48/39

OTHER METHODS OF PAYMENT:
a.m. peak $2.50, p.m. peak $1.90
COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: same
- Fare Structure: same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	75	4	4	1
Purpose-Built	9	6	12	4
Other	26		4	1
TOTAL VEHICLES	110			

Ownership: contractor/transit commission
Maintenance: contractor/operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	71	77	67	83	83	24	15	10
Saturday	8	36	40	36	30	21	14	11
Sunday	8	27	30	30	30	18	11	8
Holidays	8	25	25	25	25	15	8	8

ANNUAL KILOMETRES:
Revenue 4,711,073
Total 5,437,792

ANNUAL HOURS:
Revenue 254,893
Total 288,934

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	178			
Office	15	4		
Mainten.	24			
Admin.	11			
TOTAL	228	4		

UNIONS:
Specialized ATU Local 279
Conventional ATU Local 279

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.06	$16.86
Maintenance	$18.26	$19.02

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 6.1%
Net Operating Cost/Capita $18.87
Municipal Net Cost/Capita $10.14
Share of Net Cost
- Provincial 48%
- Municipal (incl. donations) 52%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $44.81
Cost/Kilometre $2.42
Maintenance Cost/Kilometre

SERVICE:
Registrants/Capita 0.0299
Revenue Vehicle Hours/Capita 0.4485
Trips/Capita 0.8627
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $25.91
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 1,432

SERVICE UTILIZATION:
Trips/Hour 1.73
Kilometres/Hour 21.33
Average Kilometres/Trip 12.34
Trips/Registrant 25.92
Unaccommodated Trip Requests 0.19%
Cancellations 12.78%
No-Shows 6.37%

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 2,317
Kilometres/Vehicle 49,434

Owen Sound Specialized Transit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Jim Coburn
(519) 376-1440
OPERATIONS CONTACT: Bill Nagle
(519) 376-5112

SERVICE STARTED IN: June 1988
POPULATION SERVED: 20,000
SERVICE AREA (ha): 2,367
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 2

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	196	42%
– Ambulatory	251	54%
– Temporary	20	4%
Attendants/Companions		
Other (not eligible)		
TOTAL:	466	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$91,068	
Non-Dedicated	$4,696	
TOTAL:	$95,764	$10,721

NET OPERATING COST: $85,043
Provincial Share $58,286
Municipal Share $26,757
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	2,642	
– Ambulatory	6,465	848
Attendants/Companions	503	
Other (not eligible)		
TOTAL:	9,610	848

TRIP TYPES:

Subscription	24%
Prebooked	
Reservation	71%
Demand-Response	5%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 355
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0900 to 1700
Saturday	1200 to 1700
Sunday	1000 to 1400
Holidays	

CALL-INS: no min, no max
METHODS:

Registration	computer assisted
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.15		$32
Child	$0.25		$5
Student	$1.15		$24
Senior	$1.15		$24
Attendant	$1.15		
Companion	$1.15		
Other	$1.15		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	6	5
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	1	1	1	1	1			
Saturday			1	1	1			
Sunday		1	1					
Holidays								

ANNUAL KILOMETRES:

Revenue	30,000
Total	30,000

ANNUAL HOURS:

Revenue	2,770
Total	2,770

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators				
Office				
Mainten.				
Admin.				
TOTAL				

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.45	$11.45
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	11.2%
Net Operating Cost/Capita	$4.25
Municipal Net Cost/Capita	$1.34
Share of Net Cost	
- Provincial	69%
- Municipal (incl. donations)	31%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$32.88
Cost/Kilometre	$3.04
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0233
Revenue Vehicle Hours/Capita	0.1385
Trips/Capita	0.5229
Trips by Non-Dedicated Service	9%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$10.00
	- Non-Dedicated	$5.54

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:

Trips/Hour	3.29
Kilometres/Hour	10.83
Average Kilometres/Trip	3.29
Trips/Registrant	21.36
Unaccommodated Trip Requests	
Cancellations	3.57%
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,770
Kilometres/Vehicle	30,000

Paris
Community Van Program

SERVICE OPERATED BY:	hospital	SERVICE STARTED IN:	October 1978
MUNICIPAL CONTACT:	Gloria Taylor	POPULATION SERVED:	8,869
	(519) 442-6324	SERVICE AREA (ha):	1,121
OPERATIONS CONTACT:	Lynda Trimble	ADVISORY COMMITTEE?	yes
	(519) 442-2251	NUMBER OF MEMBERS:	19

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
Eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	45	25%
– Ambulatory	114	62%
– Temporary	4	2%
Attendants/Companion	20	11%
Other (not eligible)		
TOTAL:	183	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$58,838	
Non-Dedicated		
TOTAL:	$58,838	$2,085

NET OPERATING COST:	$56,753
Provincial Share	$28,377
Municipal Share	$28,376
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded
Eligible – Wheelchair	1,140	
– Ambulatory	2,659	
Attendants/Companions		
Other (not eligible)	413	
TOTAL:	4,212	

TRIP TYPES:

Subscription	
Prebooked	12%
Reservation	88%
Demand-Response	0%

UNACCOMMODATED TRIP REQUESTS:	12
CANCELLED TRIPS:	96
NO-SHOWS:	10

SERVICE

TYPE:	accessible door
HOURS OF SERVICE:	
Weekdays	0900 to 1600
Saturday	
Sunday	
Holidays	
CALL-INS:	min 24 hours, max 30 days
METHODS:	
Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:
donation requested of $2.00 per return trip

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	
Fare Structure	different, $2.25

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S–Wagon/Sedan				
Modified Vans	1	2	3	
Small Buses	1	5	8	6
Purpose–Built				
Other				
TOTAL VEHICLES	2			

Ownership: non–profit organiz
Maintenance: contracted out

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day		1	1	1				
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	27,753
Total	28,013

ANNUAL HOURS:

Revenue	1,540
Total	1,890

IS NON–DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators		2		
Office		1		
Mainten.				
Admin.				
TOTAL		3		

UNIONS:
Specialized SEIU Local 204
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$13.12	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	3.5%
Net Operating Cost/Capita	$6.40
Municipal Net Cost/Capita	$3.20
Share of Net Cost	
– Provincial	50%
– Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$38.21
Cost/Kilometre	$2.12
Maintenance Cost/Kilometre	$0.10

SERVICE:

Registrants/Capita	0.0206
Revenue Vehicle Hours/Capita	0.1736
Trips/Capita	0.4749
Trips by Non–Dedicated Service	

EFFECTIVENESS:

Cost/Trip	– Dedicated	$15.49
	– Non–Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,540

SERVICE UTILIZATION:

Trips/Hour	2.47
Kilometres/Hour	18.19
Average Kilometres/Trip	7.37
Trips/Registrant	20.76
Unaccommodated Trip Requests	0.32%
Cancellations	2.53%
No–Shows	0.26%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	770
Kilometres/Vehicle	14,007

Peel Transhelp

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Norman R. McLeod
(416) 890-1564
OPERATIONS CONTACT:

SERVICE STARTED IN: June 1981
POPULATION SERVED: 692,000
SERVICE AREA (ha): 75,897
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	1,026	42%
- Ambulatory	1,187	49%
- Temporary	202	8%
Attendants/Companions		
Other (not eligible)		
TOTAL:	2,415	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$2,144,507	
Non-Dedicated	$694,266	
TOTAL:	$2,838,773	$145,098

NET OPERATING COST:	$2,693,675
Provincial Share	$1,404,167
Municipal Share	$1,289,508
Donations	$5,324

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	45,561	17,240
- Ambulatory	61,394	23,230
Attendants/Companions	10,676	4,040
Other (not eligible)		
TOTAL:	117,631	44,510

TRIP TYPES:

Subscription	34%
Prebooked	34%
Reservation	31%
Demand-Response	1%

UNACCOMMODATED TRIP REQUESTS:	1,208
CANCELLED TRIPS:	8,925
NO-SHOWS:	1,568

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0730 to 2330
Saturday	0900 to 2330
Sunday	0900 to 1700
Holidays	0900 to 1700

CALL-INS: min 48 hours, max 14 days
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.40	10/$13.00	$57
Child	$1.40	10/$13.00	
Student	$1.40	10/$13.00	
Senior	$1.40	10/$7.00	
Attendant			
Companion	$1.40	10/$13.00	
Other		10/$13.00	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	3	6	4	4
Small Buses	18	6	4	3
Purpose-Built	2	6	6	5
Other	2			
TOTAL VEHICLES	25			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	20	24	24	24	24			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	1,034,845
Total	1,034,845

ANNUAL HOURS:

Revenue	46,540
Total	46,540

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 3

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	21	17		
Office	5	5		
Mainten.	4			
Admin.	6			
TOTAL	36	22		

UNIONS:

Specialized	CUPE Local 1483A
Conventional	ATU Local 1572, 1573

MAXIMUM WAGE RATES

	Specialized	Conventional
Operators	$14.77	$18.56
Maintenance	$18.44	$19.84

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	5.1%
Net Operating Cost/Capita	$3.89
Municipal Net Cost/Capita	$1.86
Share of Net Cost	
- Provincial	52%
- Municipal (incl. donations)	48%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$46.08
Cost/Kilometre	$2.07
Maintenance Cost/Kilometre	$0.32

SERVICE:

Registrants/Capita	0.0035
Revenue Vehicle Hours/Capita	0.0673
Trips/Capita	0.2343
Trips by Non-Dedicated Service	27%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$20.05
	- Non-Dedicated	$17.16

LABOUR PRODUCTIVITY:

Hours/Operator	1,578

SERVICE UTILIZATION

Trips/Hour	2.30
Kilometres/Hour	22.24
Average Kilometres/Trip	9.68
Trips/Registrant	61.05
Unaccommodated Trip Requests	0.82%
Cancellations	6.05%
No-Shows	1.06%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,862
Kilometres/Vehicle	41,394

Pembroke Handi-Bus

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: Barry Church
(613) 735-3675
OPERATIONS CONTACT: Art Gallagher
(613) 735-6998

SERVICE STARTED IN: August 1989
POPULATION SERVED: 25,000
SERVICE AREA (ha): n/a
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 2

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	24	9%
- Ambulatory	236	91%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	260	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$85,055	
Non-Dedicated		
TOTAL:	$85,055	$13,123

NET OPERATING COST: $71,932
Provincial Share $43,757
Municipal Share
Donations $43,262

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded
Eligible - Wheelchair	1,113	
- Ambulatory	5,409	
Attendants/Companions	777	
Other (not eligible)		
TOTAL:	7,299	

TRIP TYPES:

Subscription	30%
Prebooked	1%
Reservation	58%
Demand-Response	10%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 299
NO-SHOWS: 25

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
Weekdays 0830 to 1630
Saturday
Sunday
Holidays
CALL-INS: min 24 hours, no max
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.00	$20.00	
Child	$2.00	$20.00	
Student	$2.00	$20.00	
Senior	$2.00	$20.00	
Attendant			
Companion	$2.00		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours longer
Fare Structure different, $1.35

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	2	5	6	6
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	2			

Ownership: non-profit organiz
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	2			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	28,694
Total	33,539

ANNUAL HOURS:

Revenue	1,573
Total	2,032

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office				
Mainten.				
Admin.	1			
TOTAL	2			

UNIONS:

Specialized	no
Conventional	CUPE local 24

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.75	$13.43
Maintenance		$15.55

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op. Revenue/Op. Cost	15.4%
Net Operating Cost/Capita	$2.88
Municipal Net Cost/Capita	
Share of Net Cost:	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$54.07
Cost/Kilometre	$2.96
Maintenance Cost/Kilometre	$0.15

SERVICE:

Registrants/Capita	0.0104
Revenue Vehicle Hours/Capita	0.0829
Trips/Capita	0.2920
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$13.04
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,573

SERVICE UTILIZATION:

Trips/Hour	4.15
Kilometres/Hour	21.32
Average Kilometres/Trip	5.14
Trips/Registrant	25.08
Unaccommodated Trip Requests:	
Cancellations	4.58%
No-Shows	0.38%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	787
Kilometres/Vehicle	16,770

Peterborough Handi Van

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Jim Kimble
(705) 748-8895
OPERATIONS CONTACT: Gerarda Bertrand
(705) 745-5801

SERVICE STARTED IN: September 1976
POPULATION SERVED: 66,200
SERVICE AREA (ha): 5,332
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	376	35%
- Ambulatory	645	60%
- Temporary	4	0%
Attendants/Companion	54	5%
Other (not eligible)		
TOTAL:	1,079	

HOW OFTEN IS REG. LIST SCREENED?
not within last five years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$431,227	
Non-Dedicated	$3,572	
TOTAL:	$434,799	$51,964

NET OPERATING COST: $382,835
Provincial Share $274,697
Municipal Share $108,138
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	19,306	
- Ambulatory	25,659	
Attendants/Companions	3,150	
Other (not eligible)		
TOTAL:	48,115	

TRIP TYPES:

Subscription	35%
Prebooked	20%
Reservation	40%
Demand-Response	5%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 4,970
NO-SHOWS: 586

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0715 to 2315
Saturday	0715 to 2315
Sunday	0930 to 2000
Holidays	

CALL-INS: min 24 hours, max 7 days
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.15		$42
Child	$0.80		$20
Student	$1.15		$32
Senior	$1.15		$10
Attendant	$1.15		
Companion	$1.15		
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	same
Fare Structure	same adult

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	2	5	5	5
Small Buses	4	5	6	4
Purpose-Built				
Other				
TOTAL VEHICLES	6			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	4	5	5	5	5	1	1	
Saturday	1	3	3	2	1	1	1	
Sunday		3	2	1	1	1		
Holidays								

ANNUAL KILOMETRES:

Revenue	239,933
Total	239,933

ANNUAL HOURS:

Revenue	14,110
Total	14,110

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
cab company

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	6	2		
Office	1		2	
Mainten.			2	
Admin.	1		3	
TOTAL	8	2	8	

UNIONS:

Specialized	ATU local 1320
Conventional	ATU local 1320

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.93	$14.93
Maintenance	$15.23	$15.23

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	12.0%
Net Operating Cost/Capita	$5.78
Municipal Net Cost/Capita	$1.63
Share of Net Cost	
- Provincial	72%
- Municipal (incl. donations)	28%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$30.56
Cost/Kilometre	$1.80
Maintenance Cost/Kilometre	$0.24

SERVICE:

Registrants/Capita	0.0163
Revenue Vehicle Hours/Capita	0.2131
Trips/Capita	0.7268
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$9.59
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,016

SERVICE UTILIZATION:

Trips/Hour	3.19
Kilometres/Hour	17.00
Average Kilometres/Trip	5.34
Trips/Registrant	41.67
Unaccommodated Trip Requests Cancellations	11.05%
No-Shows	1.30%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,352
Kilometres/Vehicle	39,989

Port Hope
ROLLS

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Neill Wakely
(416) 885-4544
OPERATIONS CONTACT:

SERVICE STARTED IN: 1986
POPULATION SERVED: 12,500
SERVICE AREA (ha):
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	
– Ambulatory	
– Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$57,682	
Non-Dedicated		
TOTAL:	$57,682	$12,426

NET OPERATING COST:	$45,256
Provincial Share	$31,352
Municipal Share	$13,924
Donations	$4,068

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair		
– Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	4,902	

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0815 to 1700
Saturday	
Sunday	
Holidays	

CALL-INS: no min, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other	$1.00		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different, $0.75

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1			4
Small Buses	1			4
Purpose-Built				
Other				
TOTAL VEHICLES	2			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1				1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 15,600
Total 15,600
ANNUAL HOURS:
Revenue 1,820
Total 1,820

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office				
Mainten.				
Admin.				
TOTAL	1			

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 21.5%
Net Operating Cost/Capita $3.62
Municipal Net Cost/Capita $1.11
Share of Net Cost
- Provincial 64%
- Municipal (incl. donations) 36%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $31.69
Cost/Kilometre $3.70
Maintenance Cost/Kilometre $0.16

SERVICE:
Registrants/Capita 0.3940
Revenue Vehicle Hours/Capita 0.1456
Trips/Capita 0.3922
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $11.77
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 1,820

SERVICE UTILIZATION:
Trips/Hour 2.69
Kilometres/Hour 8.57
Average Kilometres/Trip 3.18
Trips/Registrant 1.00
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 910
Kilometres/Vehicle 7,800

Renfrew
Sunshine Coach Service

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: W.J. McMahon
(613) 432-4848
OPERATIONS CONTACT: Doug Headrick
(613) 432-2134

SERVICE STARTED IN: March 1985
POPULATION SERVED: 11,000
SERVICE AREA (ha): 1,306
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 4

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use with Dignity: X
- Other

ELIGIBILITY COMMITTEE? no
MEMBERS? 0
medical/health professional

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST? 0

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	125	48%
- Ambulatory	125	48%
- Temporary	10	4%
Attendants/Companion	0	0%
Other (not eligible)	0	0%
TOTAL:	260	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$123,686	
Non-Dedicated	$0	
TOTAL:	$123,686	$55,776

NET OPERATING COST: $67,910
- Provincial Share: $51,715
- Municipal Share: $16,195
- Donations: $0

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	3,201	0
- Ambulatory	4,567	0
Attendants/Companions	1,572	0
Other (not eligible)	0	0
TOTAL:	9,340	0

TRIP TYPES:
- Subscription: 26%
- Prebooked: 13%
- Reservation: 26%
- Demand-Response: 36%

UNACCOMMODATED TRIP REQUESTS: 50
CANCELLED TRIPS: 50
NO-SHOWS: 25

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
- Weekdays: 0800 to 1630
- Saturday: 0900 to 0430
- Sunday: 0900 to 0430
- Holidays: 0

CALL-INS: 0
METHODS:
- Registration: manually
- Reservations: manually
- Scheduling: manually
- Dispatching: manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.25	10/$22.50	$0
Child	$2.25	10/$22.50	$0
Student	$2.25	10/$22.50	$0
Senior	$2.25	10/$22.50	$0
Attendant	$0.00	0	$0
Companion	$0.00	0	$0
Other	$0.00	0	$0

OTHER METHODS OF PAYMENT:
0

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: No Conv. Service
- Fare Structure: No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan	0	0	0	0
Modified Vans	1	2	3	2
Small Buses	1	4	8	7
Purpose-Built	0	0	0	0
Other	0	0	0	0
TOTAL VEHICLES	2			

Ownership: non-profit organiz
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	2	0	0	0
Saturday	0	1	1	1	1	0	0	0
Sunday	0	1	1	1	1	0	0	0
Holidays	0	0	0	0	0	0	0	0

ANNUAL KILOMETRES:

Revenue	44,488
Total	45,988

ANNUAL HOURS:

Revenue	3,348
Total	3,584

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat, per hour, per km

PAYMENT VERIFICATION:
0

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	2	0	0	0
Office	0	0	0	0
Mainten.	0	0	0	0
Admin.	1	0	0	0
TOTAL	3	0	0	0

UNIONS:

Specialized	no
Conventional	no

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.42	n/a
Maintenance	n/a	n/a

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	45.1%
Net Operating Cost/Capita	$6.17
Municipal Net Cost/Capita	$1.47
Share of Net Cost	
- Provincial	76%
- Municipal (incl. donations)	24%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$36.95
Cost/Kilometre	$2.78
Maintenance Cost/Kilometre	$0.00

SERVICE:

Registrants/Capita	0.0236
Revenue Vehicle Hours/Capita	0.3043
Trips/Capita	0.8491
Trips by Non-Dedicated Service	0%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$15.92
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,674

SERVICE UTILIZATION:

Trips/Hour	2.32
Kilometres/Hour	13.74
Average Kilometres/Trip	5.92
Trips/Registrant	29.88
Unaccommodated Trip Requests	0.64%
Cancellations	0.64%
No-Shows	0.32%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,674
Kilometres/Vehicle	22,994

Richmond Hill Mobility Bus

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: W.J. Newton
(416) 771-2477
OPERATIONS CONTACT: A. Evans
(416) 771-2419

SERVICE STARTED IN: June 1980
POPULATION SERVED: 78,439
SERVICE AREA (ha): 1,950
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board: X
- Unable to Use: X
- Unable to Use with Dignity:
- Other:

ELIGIBILITY COMMITTEE? yes
MEMBERS? 8

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
[illegible]TING LIST? no
[illegible]TING ON LIST?

[illegible]BER OF REGISTRANTS:

[illegible]igible – Wheelchair	271	22%
– Ambulatory	739	61%
– Temporary	202	17%
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,212	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$211,731	
Non-Dedicated	$25,204	
TOTAL:	$236,935	$7,082

NET OPERATING COST: $229,853
- Provincial Share: $114,926
- Municipal Share: $114,987
- Donations:

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	2,557	1,113
– Ambulatory	5,938	2,873
Attendants/Companions	1,288	502
Other (not eligible)		
TOTAL:	9,783	4,488

TRIP TYPES:
- Subscription: 12%
- Prebooked: 48%
- Reservation: 40%
- Demand–Response: 2%

UNACCOMMODATED TRIP REQUESTS: 143
CANCELLED TRIPS: 1,142
NO–SHOWS: 143

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
- Weekdays: 0700 to 1900
- Saturday:
- Sunday:
- Holidays:

CALL–INS: no min, max 30 days
METHODS:
- Registration: manually
- Reservations: manually
- Scheduling: manually
- Dispatching: manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.10		
Child	$0.70		
Student	$0.85		$35
Senior	$0.70		
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: longer
- Fare Structure: same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
5-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	2	6	10	2
Other				
TOTAL VEHICLES	2			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	2	2	2	1	1		
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 56,000
Total 62,000

ANNUAL HOURS:
Revenue 3,750
Total 4,000

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
chit issued, verified with records

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	2			
Office	1	1		
Mainten.		1		
Admin.		2		
TOTAL	3	4		

UNIONS:
Specialized CUPE Local 2471
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$15.26	$14.54
Maintenance	$17.16	$16.93

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 3.0%
Net Operating Cost/Capita $2.93
Municipal Net Cost/Capita $1.47
Share of Net Cost
- Provincial 50%
- Municipal (incl. donations) 50%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $56.46
Cost/Kilometre $3.78
Maintenance Cost/Kilometre $0.19

SERVICE:
Registrants/Capita 0.0155
Revenue Vehicle Hours/Capita 0.0478
Trips/Capita 0.1819
Trips by Non-Dedicated Service 32%

EFFECTIVENESS:
Cost/Trip - Dedicated $24.92
- Non-Dedicated $6.32

LABOUR PRODUCTIVITY:
Hours/Operator 1,875

SERVICE UTILIZATION:
Trips/Hour 2.27
Kilometres/Hour 16.53
Average Kilometres/Trip 7.30
Trips/Registrant 10.30
Unaccommodated Trip Requests 1.14%
Cancellations 9.15%
No-Shows 1.14%

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 1,875
Kilometres/Vehicle 31,000

Sarnia–Clearwater Care-A-Van

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Lorraine Oliver
(519) 336-3271
OPERATIONS CONTACT: Jim Stevens
(519) 336-3789

SERVICE STARTED IN: April 1961
POPULATION SERVED: 74,323
SERVICE AREA (ha): 5,000
ADVISORY COMMITTEE? no
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	422	39%
– Ambulatory	674	61%
– Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,096	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$325,019	
Non-Dedicated		
TOTAL:	$325,019	$36,501

NET OPERATING COST:	$288,518
Provincial Share	$143,728
Municipal Share	$142,652
Donations	$2,500

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible – Wheelchair	5,703	
– Ambulatory	14,762	
Attendants/Companions	1,517	
Other (not eligible)		
TOTAL:	21,982	

TRIP TYPES:

Subscription	35%
Prebooked	35%
Reservation	30%
Demand-Response	

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 1,913
NO-SHOWS: 196

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0730 to 2115
Saturday	0930 to 1715
Sunday	
Holidays	

CALL-INS: min 24 hours, max 6 days
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.10	20/$20.00	$40
Child	$0.75	20/$14.00	$28
Student	$0.75	20/$14.00	$28
Senior	$1.10	20/$20.00	
Attendant	$1.10	20/$20.00	
Companion	$1.10	20/$20.00	
Other	$1.10	20/$20.00	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	5	3	8	3
Other				
TOTAL VEHICLES	5			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	3	3	4	4	3	1	1	
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	123,558
Total	123,648

ANNUAL HOURS:

Revenue	8,381
Total	8,381

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	4			
Office	1			
Mainten.				
Admin.		1		
TOTAL	5	1		

UNIONS:

Specialized	CBRT & GW Local 184
Conventional	CBRT & GW Local 184

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$13.03	$13.03
Maintenance	$15.60	$15.60

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	11.2%
Net Operating Cost/Capita	$3.88
Municipal Net Cost/Capita	$1.92
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$38.78
Cost/Kilometre	$2.63
Maintenance Cost/Kilometre	$0.21

SERVICE:

Registrants/Capita	0.0147
Revenue Vehicle Hours/Capita	0.1128
Trips/Capita	0.2958
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$15.88
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,095

SERVICE UTILIZATION:

Trips/Hour	2.44
Kilometres/Hour	14.75
Average Kilometres/Trip	6.04
Trips/Registrant	18.67
Unaccommodated Trip Requests	
Cancellations	9.35%
No-Shows	0.96%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,676
Kilometres/Vehicle	24,730

Sault Ste. Marie Para Bus

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: R.B. Avery (705) 759-5309
OPERATIONS CONTACT: A.J. Gagnon (705) 759-5438

SERVICE STARTED IN: 1975
POPULATION SERVED: 80,000
SERVICE AREA (ha): 36
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 4

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	425	42%
– Ambulatory	580	57%
– Temporary	6	1%
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,011	

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$373,841	
Non-Dedicated		
TOTAL:	$373,841	$44,860

NET OPERATING COST: $328,981
Provincial Share $232,985
Municipal Share $95,996
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	15,814	
– Ambulatory	24,628	
Attendants/Companions	4,706	
Other (not eligible)		
TOTAL:	45,148	

TRIP TYPES:

Subscription	42%
Prebooked	28%
Reservation	28%
Demand-Response	6%

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS: 3,737
NO-SHOWS: 668

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:

Weekdays	0700 to 2300
Saturday	0700 to 2300
Sunday	0900 to 2100
Holidays	

CALL-INS: min 24 hours, max 7 days
METHODS:

Registration	computer assisted
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.05	10/$10.00	$39
Child		10/$10.00	
Student		10/$10.00	
Senior		10/$10.00	
Attendant		10/$10.00	
Companion		10/$10.00	
Other		10/$10.00	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	7	5	5	3.3
Other				
TOTAL VEHICLES	7			

Ownership: municipality
Maintenance: transit authority

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	5	5	4	7	3	3	1	
Saturday	1	2	3	4	3	2	1	
Sunday		2	3	2	2	1		
Holidays								

ANNUAL KILOMETRES:

Revenue	227,874
Total	257,439

ANNUAL HOURS:

Revenue	14,740
Total	

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	10			
Office	1			
Mainten.	1			
Admin.		1		
TOTAL	12	1		

UNIONS:

Specialized	UTU Local 885
Conventional	UTU Local 885

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.83	$14.83
Maintenance	$17.04	$17.04

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	12.0%
Net Operating Cost/Capita	$4.11
Municipal Net Cost/Capita	$1.20
Share of Net Cost	
- Provincial	71%
- Municipal (incl. donations)	29%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$25.36
Cost/Kilometre	$1.64
Maintenance Cost/Kilometre	$0.18

SERVICE:

Registrants/Capita	0.0126
Revenue Vehicle Hours/Capita	0.1843
Trips/Capita	0.5644
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$9.24
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,474

SERVICE UTILIZATION:

Trips/Hour	2.74
Kilometres/Hour	17.47
Average Kilometres/Trip	6.37
Trips/Registrant	40.00
Unaccommodated Trip Requests	
Cancellations	9.24%
No-Shows	1.65%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,106
Kilometres/Vehicle	36,777

Scugog–Uxbridge Handi Transit Inc.

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Earl Cuddy
(416) 985–7346
OPERATIONS CONTACT: Doug Manuel
(416) 571–1222

SERVICE STARTED IN: May 1987
POPULATION SERVED: 30,000
SERVICE AREA (ha): 16,000
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? no
MEMBERS?

REGISTRATION REQUIRED? no
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:
- Eligible – Wheelchair
- – Ambulatory
- – Temporary
- Attendants/Companions
- Other (not eligible)
- TOTAL:

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$77,370	
Non–Dedicated		
TOTAL:	$77,370	$10,213

NET OPERATING COST: $67,157
- Provincial Share $33,579
- Municipal Share $33,579
- Donations

ANNUAL ONE–WAY TRIPS:

	Dedicated	Non–Ded.
Eligible – Wheelchair	956	
– Ambulatory	544	
Attendants/Companions	317	
Other (not eligible)		
TOTAL:	1,817	

TRIP TYPES:
- Subscription
- Prebooked 59%
- Reservation 41%
- Demand–Response

UNACCOMMODATED TRIP REQUESTS: 2
CANCELLED TRIPS: 72
NO–SHOWS:

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
- Weekdays 0800 to 1730
- Saturday
- Sunday
- Holidays

CALL–INS: min 1 hour, max 5 days
METHODS:
- Registration manually
- Reservations manually
- Scheduling manually
- Dispatching manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.00	$20.00	
Child	$2.00		
Student	$2.00		
Senior	$2.00		
Attendant	$2.00		
Companion	$2.00		
Other	$2.00		

OTHER METHODS OF PAYMENT:
zone fares, monthly billing, agency contracts
COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours No Conv. Service
- Fare Structure No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	5	4	5
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	1	1	1	1	1	1		
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 55,296
Total 56,173

ANNUAL HOURS:
Revenue 1,926
Total 2,259

IS NON-DEDICATED SERVICE AVAILABLE?

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			
Office	3	1		
Mainten.				
Admin.	1	1		
TOTAL	5	2		

UNIONS:
Specialized Teamsters Local 938
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.97	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 13.2%
Net Operating Cost/Capita $2.24
Municipal Net Cost/Capita $1.12
Share of Net Cost
- Provincial 50%
- Municipal (incl. donations) 50%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $40.17
Cost/Kilometre $1.40
Maintenance Cost/Kilometre $0.22

SERVICE:
Registrants/Capita
Revenue Vehicle Hours/Capita 0.0642
Trips/Capita 0.0606
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $51.58
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 1,926

SERVICE UTILIZATION:
Trips/Hour 0.78
Kilometres/Hour 29.17
Average Kilometres/Trip 37.45
Trips/Registrant
Unaccommodated Trip Requests 0.13%
Cancellations 4.80%
No-Shows

VEHICLE UTILIZATION (Dedicated Service Only)
Revenue Hours/Vehicle 1,926
Kilometres/Vehicle 56,173

St. Catharines Paratransit

SERVICE OPERATED BY: transit commission
MUNICIPAL CONTACT:
OPERATIONS CONTACT: Don Hull
(416) 685-4228

SERVICE STARTED IN: June 1979
POPULATION SERVED: 124,000
SERVICE AREA (ha): 9,700
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board	X	
Unable to Use	X	
Unable to Use with Dignity		
Other		
ELIGIBILITY COMMITTEE?	yes	
MEMBERS?	3	
REGISTRATION REQUIRED?	yes	
REGISTRATION CARDS?	no	
WAITING LIST?	no	
WAITING ON LIST?		
NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	484	48%
- Ambulatory	502	52%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	986	
HOW OFTEN IS REG. LIST SCREENED?	annually	
COMPANIONS ALLOWED IF SPACE?	yes	
VISITORS ELIGIBLE?	yes	

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$488,851	
Non-Dedicated		
TOTAL:	$488,851	$26,631

NET OPERATING COST:	$462,220
Provincial Share	$231,110
Municipal Share	$231,110
Donations	$30,000

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	9,660	
- Ambulatory	13,847	
Attendants/Companions	1,977	
Other (not eligible)		
TOTAL:	25,484	

TRIP TYPES:	
Subscription	37%
Prebooked	24%
Reservation	31%
Demand-Response	7%
UNACCOMMODATED TRIP REQUESTS:	1,200
CANCELLED TRIPS:	2,885
NO-SHOWS:	260

SERVICE

TYPE:	door to door
HOURS OF SERVICE:	
Weekdays	0730 to 2330
Saturday	0900 to 2330
Sunday	1230 to 2030
Holidays	1230 to 2030
CALL-INS:	min 24 hours, max 21 days
METHODS:	
Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.10	5/$5.25	
Child	$1.10	5/$5.25	
Student	$1.10	5/$5.25	
Senior	$1.10	5/$5.25	
Attendant	$1.10	5/$5.25	
Companion	$1.10	5/$5.25	
Other	$1.10	5/$5.25	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	3		2
Small Buses	3	5		3
Purpose-Built	3	7	6	5
Other				
TOTAL VEHICLES	7			

Ownership: transit commission
Maintenance: transit commission

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	4	4	4	5	1	1	1	
Saturday		1	1	1	1	1	1	
Sunday		1	1	1	1	1		
Holidays		1	1	1	1	1		

ANNUAL KILOMETRES:

Revenue	197,757
Total	209,581

ANNUAL HOURS:

Revenue	4,385
Total	8,080

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators	5	1		
Office	1	1		
Mainten.	1			
Admin.		3		
TOTAL	7	5		

UNIONS:

Specialized	ATU local 846
Conventional	ATU local 846

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$15.48	$15.48
Maintenance	$17.59	$17.59

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	5.4%
Net Operating Cost/Capita	$3.73
Municipal Net Cost/Capita	$1.86
Share of Net Cost	
- Provincial	47%
- Municipal (incl. donations)	53%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$111.48
Cost/Kilometre	$2.47
Maintenance Cost/Kilometre	$0.40

SERVICE:

Registrants/Capita	0.0078
Revenue Vehicle Hours/Capita	0.0354
Trips/Capita	0.2055
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$20.80
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	797

SERVICE UTILIZATION:

Trips/Hour	5.36
Kilometres/Hour	47.79
Average Kilometres/Trip	8.92
Trips/Registrant	24.33
Unaccommodated Trip Requests	5.10%
Cancellations	12.27%
No-Shows	1.11%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	626
Kilometres/Vehicle	29,940

St. Thomas Paratransit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: John Roberts
(519) 631-1680
OPERATIONS CONTACT: Keith Fulton
(519) 631-2731

SERVICE STARTED IN: April 1990
POPULATION SERVED: 29,000
SERVICE AREA (ha): 2,218
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 3

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	184	32%
- Ambulatory	382	67%
- Temporary	3	1%
Attendants/Companions		
Other (not eligible)		
TOTAL:	569	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$167,756	
Non-Dedicated		
TOTAL:	$167,756	$16,931

NET OPERATING COST: $150,825
Provincial Share $100,352
Municipal Share $50,482
Donations $1,372

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,444	
- Ambulatory	7,204	
Attendants/Companions	1,213	
Other (not eligible)		
TOTAL:	9,861	

TRIP TYPES:

Subscription	37%
Prebooked	2%
Reservation	52%
Demand-Response	9%

UNACCOMMODATED TRIP REQUESTS: 33
CANCELLED TRIPS: 1,238
NO-SHOWS: 22

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0700 to 1950
Saturday	0700 to 1950
Sunday	
Holidays	

CALL-INS: min 24 hour, max 7 days
METHODS:

Registration	computer assisted
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00	$1.00	
Child	$1.00	$1.00	
Student	$1.00	$1.00	
Senior	$1.00	$1.00	
Attendant			
Companion			
Other	$1.00		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different, $.95

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	2	4	6	2
Other				
TOTAL VEHICLES	2			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	2	2		
Saturday	2	2	2	2	2	2		
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	72,943
Total	73,748

ANNUAL HOURS:

Revenue	3,800
Total	4,022

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	4	2		
Office	1	2		
Mainten.				
Admin.	1	2		
TOTAL	6	6		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.00	$12.45
Maintenance	$13.50	$18.71

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	10.1%
Net Operating Cost/Capita	$5.20
Municipal Net Cost/Capita	$1.74
Share of Net Cost	
- Provincial	66%
- Municipal (incl. donations)	34%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$44.15
Cost/Kilometre	$2.30
Maintenance Cost/Kilometre	$0.15

SERVICE:

Registrants/Capita	0.0196
Revenue Vehicle Hours/Capita	0.1310
Trips/Capita	0.3400
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip - Dedicated	
- Non-Dedicated	$19.40

LABOUR PRODUCTIVITY:

Hours/Operator	760

SERVICE UTILIZATION:

Trips/Hour	2.28
Kilometres/Hour	19.41
Average Kilometres/Trip	8.53
Trips/Registrant	15.20
Unaccommodated Trip Requests	0.38%
Cancellations	14.29%
No-Shows	0.25%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,900
Kilometres/Vehicle	38,874

Stratford Parallel Transit

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: G. Skowby
(519) 271-0250
OPERATIONS CONTACT: Harry Eaton
(519) 273-0511

SERVICE STARTED IN: December 1976
POPULATION SERVED: 27,000
SERVICE AREA (ha): 2,033
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use X
- Unable to Use with Dignity
- Other

ELIGIBILITY COMMITTEE? yes
MEMBERS? 2
eligibility determined by nurse

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	305	41%
- Ambulatory	430	59%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	735	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$222,841	
Non-Dedicated	$26,589	
TOTAL:	$249,430	$29,815

NET OPERATING COST:	$219,615
Provincial Share	$164,456
Municipal Share	$49,035
Donations	$30,220

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	12,591	
- Ambulatory	11,932	8,348
Attendants/Companions		
Other (not eligible)		
TOTAL:	24,523	8,348

TRIP TYPES:

Subscription	49%
Prebooked	29%
Reservation	13%
Demand-Response	9%

UNACCOMMODATED TRIP REQUESTS:	224
CANCELLED TRIPS:	275
NO-SHOWS:	280

SERVICE

TYPE: accessible door
HOURS OF SERVICE:
- Weekdays 0715 to 2200
- Saturday 0900 to 2100
- Sunday
- Holidays

CALL-INS: min 24 hours, max 14 days
METHODS:
- Registration manually
- Reservations manually
- Scheduling manually
- Dispatching manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.00	10/$10.00	
Child	$1.00	10/$10.00	
Student	$1.00	10/$10.00	
Senior	$1.00	10/$10.00	
Attendant			
Companion	$1.00	10/$10.00	
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours longer
- Fare Structure different, $1.20

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S–Wagon/Sedan				
Modified Vans	1	2	2	8
Small Buses				
Purpose–Built	3	4	6	2
Other				
TOTAL VEHICLES	4			

Ownership: non–profit organiz
Maintenance: contracted out

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day	2	3	3	3	2	1	1	
Saturday		1	1	1	1	1		
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	100,998
Total	100,998

ANNUAL HOURS:

Revenue	6,745
Total	6,745

IS NON–DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	3	2		
Office	1			
Mainten.				
Admin.	1			
TOTAL	5	2		

UNIONS:

Specialized	no
Conventional	IBEU

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$12.64	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	12.0%
Net Operating Cost/Capita	$8.13
Municipal Net Cost/Capita	$1.82
Share of Net Cost	
– Provincial	67%
– Municipal (incl. donations)	33%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$33.04
Cost/Kilometre	$2.21
Maintenance Cost/Kilometre	$0.10

SERVICE:

Registrants/Capita	0.0272
Revenue Vehicle Hours/Capita	0.2498
Trips/Capita	1.2174
Trips by Non–Dedicated Service	25%

EFFECTIVENESS:

Cost/Trip	– Dedicated	$9.09
	– Non–Dedicated	$3.19

LABOUR PRODUCTIVITY:

Hours/Operator	1,686

SERVICE UTILIZATION:

Trips/Hour	3.64
Kilometres/Hour	14.97
Average Kilometres/Trip	4.12
Trips/Registrant	44.72
Unaccommodated Trip Requests	0.68%
Cancellations	0.84%
No–Shows	0.85%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,686
Kilometres/Vehicle	25,250

Sudbury Handi-Transit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: D. Ridley
(705) 674-3141
OPERATIONS CONTACT: Paul Greenfield
(705) 674-0709

SERVICE STARTED IN: 1975
POPULATION SERVED: 90,000
SERVICE AREA (ha): 26,351
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	1,425	71%
- Ambulatory	580	29%
- Temporary	9	0%
Attendants/Companions		
Other (not eligible)		
TOTAL:	2,014	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? no
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$572,529	
Non-Dedicated		
TOTAL:	$572,529	$44,927

NET OPERATING COST:	$527,602
Provincial Share	$301,213
Municipal Share	$226,389
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	24,123	1,120
- Ambulatory	11,796	178
Attendants/Companions	1,620	
Other (not eligible)		
TOTAL:	37,539	1,298

TRIP TYPES:

Subscription	24%
Prebooked	52%
Reservation	18%
Demand-Response	6%

UNACCOMMODATED TRIP REQUESTS:	45
CANCELLED TRIPS:	1,500
NO-SHOWS:	496

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0700 to 2400
Saturday	1000 to 2400
Sunday	0830 to 2200
Holidays	0830 to 2200

CALL-INS: min 48 hour, max 30 days
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.15	$1.15	
Child	$1.15	$1.15	
Student	$1.15	$1.15	
Senior	$1.15	$1.15	
Attendant	$1.15	$1.15	
Companion	$1.15	$1.15	
Other	$1.15	$1.15	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	8	6	4	3
Purpose-Built				
Other				
TOTAL VEHICLES	8			

Ownership: contracted operator
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	5	4	5	6	2	2	1	
Saturday		2	2	2	2	1	1	
Sunday		2	2	1	2	2	2	
Holidays		2	2	1	2	2	2	

ANNUAL KILOMETRES:
Revenue 258,000
Total 260,000
ANNUAL HOURS:
Revenue 18,058
Total 18,058

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 2

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
invoices reviewed monthly

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	6	4		
Office	1			
Mainten.				
Admin.	1			
TOTAL	8	4		

UNIONS:
Specialized
Conventional CUPE Local 1662

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.15	$16.33
Maintenance	$18.80	$18.58

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	7.8%
Net Operating Cost/Capita	$5.86
Municipal Net Cost/Capita	$2.52
Share of Net Cost	
- Provincial	57%
- Municipal (incl. donations)	43%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$31.71
Cost/Kilometre	$2.24
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0224
Revenue Vehicle Hours/Capita	0.2006
Trips/Capita	0.4315
Trips by Non-Dedicated Service	3%

EFFECTIVENESS:

Cost/Trip - Dedicated	$15.94
- Non-Dedicated	

LABOUR PRODUCTIVITY:
Hours/Operator 2.257

SERVICE UTILIZATION:

Trips/Hour	1.99
Kilometres/Hour	14.40
Average Kilometres/Trip	7.24
Trips/Registrant	18.48
Unaccommodated Trip Requests	0.12%
Cancellations	4.03%
No-Shows	1.33%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,257
Kilometres/Vehicle	32,500

Thunder Bay
Hagi Transit

SERVICE OPERATED BY:	non-profit organiz	SERVICE STARTED IN:	February 1975
MUNICIPAL CONTACT:	A. Grant	POPULATION SERVED:	122,217
	(807) 625-2188	SERVICE AREA (ha):	33,000
OPERATIONS CONTACT:	John D. Holmwood	ADVISORY COMMITTEE?	yes
	(807) 767-8167	NUMBER OF MEMBERS:	12

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	1,120	70%
- Ambulatory	450	28%
- Temporary	30	2%
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,600	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? no
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$915,127	
Non-Dedicated		
TOTAL:	$915,127	$168,671

NET OPERATING COST:	$746,456
Provincial Share	$470,816
Municipal Share	$275,640
Donations	

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	35,678	
- Ambulatory	34,419	
Attendants/Companions	3,481	
Other (not eligible)		
TOTAL:	73,578	

TRIP TYPES:	
Subscription	25%
Prebooked	50%
Reservation	15%
Demand-Response	10%
UNACCOMMODATED TRIP REQUESTS:	847
CANCELLED TRIPS:	6,513
NO-SHOWS:	1,045

SERVICE

TYPE: door to door

HOURS OF SERVICE:

Weekdays	0700 to 2330
Saturday	0700 to 2330
Sunday	0800 to 2230
Holidays	0800 to 2330

CALL-INS: min 1 hours, max 14 days

METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.25		
Child	$1.25		
Student	$1.25		
Senior	$1.25		
Attendant	$1.25		
Companion			
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT

Conventional Hours	same
Fare Structure	different, $1.10

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan	1		5	4
Modified Vans	7			5
Small Buses	8	5	12	1
Purpose-Built				
Other				
TOTAL VEHICLES	16			

Ownership: non-profit organiz
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	12	13	11	14	14	3	2	
Saturday	2	2	3	4	2	1	1	1
Sunday	3	3	3	3	1	1	1	1
Holidays	1	1	1	1	1	1	1	

ANNUAL KILOMETRES:

Revenue	535,293
Total	535,293

ANNUAL HOURS:

Revenue	26,853
Total	26,853

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
manager verifies

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	9	36		
Office	4	1		
Mainten.				
Admin.	2	1		
TOTAL	15	38		

UNIONS:
Specialized ATU Local 966
Conventional ATU Local 966

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.84	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	18.4%
Net Operating Cost/Capita	$6.11
Municipal Net Cost/Capita	$2.26
Share of Net Cost	
- Provincial	63%
- Municipal (incl. donations)	37%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$34.08
Cost/Kilometre	$1.71
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0131
Revenue Vehicle Hours/Capita	0.2197
Trips/Capita	0.6020
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$13.06
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	995

SERVICE UTILIZATION:

Trips/Hour	2.61
Kilometres/Hour	19.93
Average Kilometres/Trip	7.64
Trips/Registrant	43.81
Unaccommodated Trip Requests	1.21%
Cancellations	9.29%
No-Shows	1.49%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,678
Kilometres/Vehicle	33,456

Timmins Handi-Trans

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Bernard Christian
(705) 264-1331
OPERATIONS CONTACT: John S. Craig
(705) 264-1331

SERVICE STARTED IN: 1976
POPULATION SERVED: 46,697
SERVICE AREA (ha): 27,972
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 5

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? yes
WAITING ON LIST? 161

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	213	55%
- Ambulatory	170	44%
- Temporary	3	1%
Attendants/Companions		
Other (not eligible)		
TOTAL:	386	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$166,327	
Non-Dedicated		
TOTAL:	$166,327	$9,757

NET OPERATING COST: $156,569
Provincial Share $78,285
Municipal Share $78,285
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair		
- Ambulatory		
Attendants/Companions		
Other (not eligible)		
TOTAL:	9,144	

TRIP TYPES:
Subscription
Prebooked
Reservation
Demand-Response
UNACCOMMODATED TRIP REQUESTS: 200
CANCELLED TRIPS: 1,000
NO-SHOWS: 250

SERVICE

TYPE: door to door
HOURS OF SERVICE:
Weekdays 0700 to 2240
Saturday 1000 to 1740
Sunday
Holidays
CALL-INS: min 24 hours, max 5 days
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually
FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.05	20/$20.00	
Child	$0.80	20/$16.00	
Student	$1.00	20/$19.00	
Senior	$0.65	20/$13.00	
Attendant	$1.05	20/$20.00	
Companion	$1.05	20/$20.00	
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours longer
Fare Structure same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	5	4	5
Small Buses	2	5	6	1.5
Purpose-Built				
Other				
TOTAL VEHICLES	3			

Ownership: municipality
Maintenance: transit authority

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	2	1	1	
Saturday		1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue 107,402
Total 107,402
ANNUAL HOURS:
Revenue 6,198
Total 6,198

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun
Operators	2			
Office				
Mainten.				
Admin.		2		
TOTAL	2	2		

UNIONS:
Specialized CUPE Local 1140
Conventional CUPE Local 1544

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.10	$15.30
Maintenance	$17.97	$17.97

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 5.9%
Net Operating Cost/Capita $3.35
Municipal Net Cost/Capita $1.68
Share of Net Cost
- Provincial 50%
- Municipal 50%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour $26.84
Cost/Kilometre $1.55
Maintenance Cost/Kilometre $0.13

SERVICE:
Registrants/Capita 0.0083
Revenue Vehicle Hours/Capita 0.1327
Trips/Capita 0.1958
Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $18.19
- Non-Dedicated

LABOUR PRODUCTIVITY:
Hours/Operator 3,099

SERVICE UTILIZATION:
Trips/Hour 1.48
Kilometres/Hour 17.33
Average Kilometres/Trip 11.75
Trips/Registrant 23.69
Unaccommodated Trip Requests 2.19%
Cancellations 10.94%
No-Shows 2.73%

VEHICLE UTILIZATION (Dedicated Service Only):
Revenue Hours/Vehicle 2,066
Kilometres/Vehicle 35,801

Toronto Wheel-Trans

SERVICE OPERATED BY: transit commission
MUNICIPAL CONTACT: R.J. Evans
(416) 393-4170
OPERATIONS CONTACT: R.A. Winter
(416) 393-4300

SERVICE STARTED IN: February 1975
POPULATION SERVED: 2,154,200
SERVICE AREA (ha): 63,200
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 9

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 9

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	7,936	44%
- Ambulatory	10,276	56%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	18,212	

HOW OFTEN IS REG. LIST SCREENED? annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$32,290,079	
Non-Dedicated	$5,664,082	
TOTAL:	$37,954,161	$1,820,446

NET OPERATING COST:	$36,133,715
Provincial Share	$18,066,857
Municipal Share	$18,066,858
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	397,018	
- Ambulatory	366,708	392,619
Attendants/Companions		
Other (not eligible)		
TOTAL:	763,726	392,619

TRIP TYPES:

Subscription	7%
Prebooked	35%
Reservation	54%
Demand-Response	4%
UNACCOMMODATED TRIP REQUESTS:	90,783
CANCELLED TRIPS:	297,143
NO-SHOWS:	27,617

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0600 to 0100
Saturday	0700 to 0100
Sunday	0700 to 0100
Holidays	0700 to 0100

CALL-INS: min 14 hours, max 4 days
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.30	$1.07	$57
Child	$0.55	$0.31	
Student	$0.80	$0.54	$43
Senior	$1.30	$0.54	$37
Attendant	$1.30	$0.54	
Companion	$1.30	$0.54	
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan	25		3	
Modified Vans				
Small Buses				
Purpose-Built	132	5	12	4
Other				
TOTAL VEHICLES	157			

Ownership: contracted operator & Commission
Maintenance: owner

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	111	115	95	135	135	99	23	8
Saturday	49	64	72	78	83	55	35	19
Sunday	39	53	66	73	74	47	37	7
Holidays	9	17	23	27	33	27	13	5

ANNUAL KILOMETRES:
Revenue 11,904,318
Total 11,904,318
ANNUAL HOURS:
Revenue 599,740
Total

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 8

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
per km, meter rate

PAYMENT VERIFICATION:
computer-generated

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	272			
Office	88	7		
Mainten.	70			
Admin.	34			
TOTAL	464	7		

UNIONS:
Specialized ATU Local 113
Conventional ATU Local 113

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$19.25	$19.25
Maintenance	$22.47	$22.47

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 4.8%
Net Operating Cost/Capita $16.77
Municipal Net Cost/Capita $8.39
Share of Net Cost
- Provincial 50%
- Municipal (incl. donations) 50%

EFFICIENCY (Dedicated Service Only):
Cost/Hour $53.84
Cost/Kilometre $2.71
Maintenance Cost/Kilometre $0.67

SERVICE:
Registrants/Capita 0.0085
Revenue Vehicle Hours/Capita 0.2784
Trips/Capita 0.5388
Trips by Non-Dedicated Service 34%

EFFECTIVENESS:
Cost/Trip - Dedicated $42.28
- Non-Dedicated $14.43

LABOUR PRODUCTIVITY:
Hours/Operator 2,205

SERVICE UTILIZATION:
Trips/Hour 1.27
Kilometres/Hour 19.85
Average Kilometres/Trip 15.59
Trips/Registrant 63.49
Unaccommodated Trip Requests 7.85%
Cancellations 25.70%
No-Shows 2.39%

VEHICLE UTILIZATION (Dedicated Service Only)
Revenue Hours/Vehicle 3,820
Kilometres/Vehicle 75,824

Valley East Handi-Transit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: R.O. Chenier
(705) 897-4938
OPERATIONS CONTACT: Joan Sorel
(705) 858-1320

SERVICE STARTED IN: September 1987
POPULATION SERVED: 21,149
SERVICE AREA (ha): 21,801
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 3

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 3

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	24	69%
- Ambulatory	11	31%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	35	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$25,480	
Non-Dedicated		
TOTAL:	$25,480	$3,000

NET OPERATING COST:	$22,480
Provincial Share	$11,240
Municipal Share	$11,240
Donations	$14,500

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	236	
- Ambulatory	60	
Attendants/Companions		
Other (not eligible)		
TOTAL:	296	

TRIP TYPES:

Subscription	
Prebooked	
Reservation	100%
Demand-Response	

UNACCOMMODATED TRIP REQUESTS:
CANCELLED TRIPS:
NO-SHOWS:

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0800 to 1700
Saturday	
Sunday	
Holidays	

CALL-INS: min 24 hours, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.00		$10
Child	$2.00		$10
Student	$2.00		$10
Senior	$2.00		$10
Attendant	$2.00		$10
Companion	$2.00		$10
Other	$2.00		$10

OTHER METHODS OF PAYMENT:
$3.00 to Sudbury
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	6	4	1
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1				1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	22,303
Total	24,475

ANNUAL HOURS:

Revenue	1,028
Total	1,028

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1	1		
Office	1			
Mainten.	1			
Admin.				
TOTAL	3	1		

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$8.50	$8.50
Maintenance	$17.00	$17.00

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	11.8%
Net Operating Cost/Capita	$1.06
Municipal Net Cost/Capita	$0.53
Share of Net Cost	
- Provincial	30%
- Municipal (incl. donations)	70%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$24.79
Cost/Kilometre	$1.14
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0017
Revenue Vehicle Hours/Capita	0.0486
Trips/Capita	0.0140
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip - Dedicated	$86.08
- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	685

SERVICE UTILIZATION:

Trips/Hour	0.29
Kilometres/Hour	23.81
Average Kilometres/Trip	82.69
Trips/Registrant	8.46
Unaccommodated Trip Requests	
Cancellations	
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,028
Kilometres/Vehicle	24,475

Vaughan Access Bus

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Robert Booth
(416) 832-2281
OPERATIONS CONTACT: Robert Booth
(416) 832-2281

SERVICE STARTED IN: February 1987
POPULATION SERVED: 100,000
SERVICE AREA (ha): 63,900
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 8

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	145	36%
– Ambulatory	236	59%
– Temporary	19	5%
Attendants/Companions		
Other (not eligible)		
TOTAL:	400	

HOW OFTEN IS REG. LIST SCREENED?
not within past 5 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$236,265	
Non-Dedicated		
TOTAL:	$236,265	$12,160

NET OPERATING COST: $224,105
Provincial Share $122,989
Municipal Share $101,116
Donations

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	3,294	
– Ambulatory	4,982	1,975
Attendants/Companions	465	36
Other (not eligible)		
TOTAL:	8,721	2,011

TRIP TYPES:

Subscription	6%
Prebooked	21%
Reservation	68%
Demand-Response	5%

UNACCOMMODATED TRIP REQUESTS: 422
CANCELLED TRIPS: 2,035
NO-SHOWS: 83

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:

Weekdays	0800 to 1800
Saturday	1000 to 1800
Sunday	1000 to 1800
Holidays	1000 to 1800

CALL-INS: min 12 hours, max 7 days
METHODS:

Registration	manually
Reservations	manually
Scheduling	computer assisted
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.10		$11
Child	$0.70		$7
Student	$0.85		$9
Senior	$0.70		$7
Attendant	$1.10		$11
Companion	$1.10		$11
Other			

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	2	4	5	5
Small Buses	1	4	5	1
Purpose-Built				
Other				
TOTAL VEHICLES	3			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	3	3	2	3	3	1		
Saturday		1	1	1	1	1		
Sunday		1	1	1	1			
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:

Revenue	3,795
Total	3,795

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	3	2		
Office	1			
Mainten.				
Admin.	3			
TOTAL	7	2		

UNIONS:

Specialized	CUPE Local 1090
Conventional	no

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$15.08	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	5.1%
Net Operating Cost/Capita	$2.24
Municipal Net Cost/Capita	$1.01
Share of Net Cost	
- Provincial	55%
- Municipal (incl. donations)	45%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$62.26
Cost/Kilometre	
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0040
Revenue Vehicle Hours/Capita	0.0380
Trips/Capita	0.1073
Trips by Non-Dedicated Service	19%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$28.62
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	949

SERVICE UTILIZATION:

Trips/Hour	2.18
Kilometres/Hour	
Average Kilometres/Trip	
Trips/Registrant	25.58
Unaccommodated Trip Requests	4.12%
Cancellations	19.89%
No-Shows	0.81%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,265
Kilometres/Vehicle	

Victoria County Care-A-Van

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: John Gutteridge
(705) 324-9411
OPERATIONS CONTACT: Valmay Barkey
(705) 324-7323

SERVICE STARTED IN: July 1989
POPULATION SERVED: 54,000
SERVICE AREA (ha): 303,525
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 3

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	18	29%
- Ambulatory	45	71%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	63	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$31,260	
Non-Dedicated		
TOTAL:	$31,260	$7,005

NET OPERATING COST:	$24,255
Provincial Share	$15,630
Municipal Share	
Donations	$2,718

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	160	
- Ambulatory	837	
Attendants/Companions		
Other (not eligible)	632	
TOTAL:	1,629	

TRIP TYPES:		
Subscription		
Prebooked		74%
Reservation		26%
Demand-Response		
UNACCOMMODATED TRIP REQUESTS:		100
CANCELLED TRIPS:		20
NO-SHOWS:		20

SERVICE

TYPE: door to door
HOURS OF SERVICE:

Weekdays	0800 to 1700
Saturday	0800 to 1700
Sunday	0800 to 1700
Holidays	0800 to 1700

CALL-INS: min 24 hours, no max
METHODS:

Registration	computer assisted
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYMENT:
$0.15/km
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	different, $1.10

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
5-Wagon/Sedan				
Modified Vans	1	2	9	3
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: non-profit organiz
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1	1	1	1	1
Saturday	1	1	1	1	1	1	1	1
Sunday	1	1	1	1	1	1	1	1
Holidays	1	1	1	1	1	1	1	1

ANNUAL KILOMETRES:

Revenue	47,721
Total	47,921

ANNUAL HOURS:

Revenue	1,791
Total	3,210

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	1			4
Office		1		
Mainten.				
Admin.		3		
TOTAL	1	4		4

UNIONS:
Specialized no
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$9.00	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	22.4%
Net Operating Cost/Capita	$0.45
Municipal Net Cost/Capita	
Share of Net Cost	
- Provincial	85%
- Municipal (incl. donations)	15%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$17.42
Cost/Kilometre	$0.66
Maintenance Cost/Kilometre	$0.12

SERVICE:

Registrants/Capita	0.0012
Revenue Vehicle Hours/Capita	0.0332
Trips/Capita	0.0302
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$31.35
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	598

SERVICE UTILIZATION:

Trips/Hour	0.56
Kilometres/Hour	26.71
Average Kilometres/Trip	48.07
Trips/Registrant	15.83
Unaccommodated Trip Requests	10.03%
Cancellations	2.01%
No-Shows	2.01%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,794
Kilometres/Vehicle	47,921

Wallaceburg
Handy Transervice

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: M. Dymond
(519) 627-1603
OPERATIONS CONTACT: Bruce Stern
(519) 352-1920

SERVICE STARTED IN: September 1991
POPULATION SERVED: 11,684
SERVICE AREA (ha): 1,021
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 5
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	16	40%
- Ambulatory	24	60%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	40	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? no

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$13,865	
Non-Dedicated		
TOTAL:	$13,865	$2,296

NET OPERATING COST:	$11,569
Provincial Share	$8,265
Municipal Share	$3,303
Donations	$27,223

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	472	
- Ambulatory	716	
Attendants/Companions		
Other (not eligible)		
TOTAL:	1,188	

TRIP TYPES:	
Subscription	47%
Prebooked	
Reservation	
Demand-Response	53%
UNACCOMMODATED TRIP REQUESTS:	
CANCELLED TRIPS:	146
NO-SHOWS:	45

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:
Weekdays 0800 to 1800
Saturday
Sunday
Holidays
CALL-INS: min 24 hours, no max
METHODS:
Registration manually
Reservations manually
Scheduling manually
Dispatching manually
FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50		$44/$88/$132
Child	$1.50		$44/$88/$132
Student	$1.50		$44/$88/$132
Senior	$1.50		$44/$88/$132
Attendant	$1.50		$44/$88/$132
Companion	$1.50		$44/$88/$132
Other	$1.50		$44/$88/$132

OTHER METHODS OF PAYMENT:
special rate of $3.70 for B. of Educ.
COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S–Wagon/Sedan				
Modified Vans	1	3	4	1
Small Buses				
Purpose–Built				
Other				
TOTAL VEHICLES	1			

Ownership: municipality
Maintenance: operator

FLEET DISTRIBUTION:

	6–9	9–11	11–2	2–4	4–6	6–9	9–12	12 +
Peak Day	1							
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
Revenue
Total

ANNUAL HOURS:

Revenue	2,530
Total	2,530

IS NON–DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators				
Office				
Mainten.				
Admin.				
TOTAL				

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators		
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	16.6%
Net Operating Cost/Capita	$0.99
Municipal Net Cost/Capita	$0.28
Share of Net Cost	
– Provincial	21%
– Municipal (incl. donations)	79%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$5.48
Cost/Kilometre	
Maintenance Cost/Kilometre	

SERVICE:

Registrants/Capita	0.0034
Revenue Vehicle Hours/Capita	0.2165
Trips/Capita	0.1017
Trips by Non–Dedicated Service	

EFFECTIVENESS:

Cost/Trip	– Dedicated	$11.67
	– Non–Dedicated	

LABOUR PRODUCTIVITY:
Hours/Operator

SERVICE UTILIZATION:

Trips/Hour	0.47
Kilometres/Hour	
Average Kilometres/Trip	
Trips/Registrant	29.70
Unaccommodated Trip Requests	
Cancellations	12.29%
No–Shows	3.79%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	2,530
Kilometres/Vehicle	

Welland Handi-Trans

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Gus Marcello
(416) 735-1700
OPERATIONS CONTACT: Charles Stolte
(416) 732-6844

SERVICE STARTED IN: August 1981
POPULATION SERVED: 45,000
SERVICE AREA (ha): 86
ADVISORY COMMITTEE? no
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? yes
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	150	25%
- Ambulatory	425	71%
- Temporary	25	4%
Attendants/Companions		
Other (not eligible)		
TOTAL:	600	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$200,376	
Non-Dedicated		
TOTAL:	$200,376	$26,243

NET OPERATING COST:	$174,133
Provincial Share	$111,533
Municipal Share	$55,843
Donations	$5,000

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded
Eligible - Wheelchair	6,659	
- Ambulatory	9,988	
Attendants/Companions	1,648	
Other (not eligible)		
TOTAL:	18,295	

TRIP TYPES:

Subscription	25%
Prebooked	10%
Reservation	64%
Demand-Response	1%
UNACCOMMODATED TRIP REQUESTS:	250
CANCELLED TRIPS:	1,100
NO-SHOWS:	79

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	0655 to 1900
Saturday	1005 to 1800
Sunday	
Holidays	

CALL-INS: min 24 hours, max 14 days
METHODS:

Registration	computer assisted
Reservations	manual/computer
Scheduling	manual/computer
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.20	22/$22.00	
Child	$1.20		
Student	$1.20	22/$22.00	
Senior	$1.20	22/$18.00	
Attendant	$1.20	22/$22.00	
Companion	$1.20		
Other	$1.20		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	2	3	2
Small Buses	1	4	4	4
Purpose-Built	1	4	7	5
Other				
TOTAL VEHICLES	3			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	2	1		
Saturday		1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	87,319
Total	89,287

ANNUAL HOURS:

Revenue	4,872
Total	5,326

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	3	2		
Office	1	1		
Mainten.		1		
Admin.	1			
TOTAL	5	4		

UNIONS:

Specialized	ATU Local 1633
Conventional	ATU Local 1633

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.73	$14.73
Maintenance	$18.24	$18.24

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	13.1%
Net Operating Cost/Capita	$3.87
Municipal Net Cost/Capita	$1.97
Share of Net Cost	
- Provincial	54%
- Municipal (incl. donations)	46%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$41.13
Cost/Kilometre	$2.29
Maintenance Cost/Kilometre	$0.26

SERVICE:

Registrants/Capita	0.0133
Revenue Vehicle Hours/Capita	0.1083
Trips/Capita	0.4066
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$12.04
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1.218

SERVICE UTILIZATION:

Trips/Hour	3.42
Kilometres/Hour	18.33
Average Kilometres/Trip	5.36
Trips/Registrant	27.75
Unaccommodated Trip Requests	1.50%
Cancellations	6.61%
No-Shows	0.47%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,624
Kilometres/Vehicle	29,762

Whitby Handi Transit Inc.

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: R. Claringbold
(416) 668-5803
OPERATIONS CONTACT: Doug Manuel
(416) 571-1222

SERVICE STARTED IN: October 1979
POPULATION SERVED: 58,000
SERVICE AREA (ha): 39,460
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:	
Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	
ELIGIBILITY COMMITTEE?	no
MEMBERS?	
eligibility determined by staff	
REGISTRATION REQUIRED?	no
REGISTRATION CARDS?	no
WAITING LIST?	no
WAITING ON LIST?	

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	
- Ambulatory	
- Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	

HOW OFTEN IS REG. LIST SCREENED?	
every 2 or 3 years	
COMPANIONS ALLOWED IF SPACE?	yes
VISITORS ELIGIBLE?	yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$150,048	
Non-Dedicated	$9,614	
TOTAL:	$159,662	$20,356

NET OPERATING COST:	$139,500
Provincial Share	$69,250
Municipal Share	$69,250
Donations	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	7,106	
- Ambulatory	762	
Attendants/Companions	696	
Other (not eligible)		
TOTAL:	8,564	

TRIP TYPES:	
Subscription	20%
Prebooked	7%
Reservation	31%
Demand-Response	42%
UNACCOMMODATED TRIP REQUESTS:	144
CANCELLED TRIPS:	609
NO-SHOWS:	

SERVICE

TYPE:	accessible door
HOURS OF SERVICE:	
Weekdays	0730 to 2300
Saturday	0800 to 2300
Sunday	0900 to 2200
Holidays	0800 to 1700
CALL-INS:	min 1 hour, max 3 days
METHODS:	
Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.50	2	
Child	$1.50	2	
Student	$1.50	2	
Senior	$1.50	2	
Attendant	$1.50	2	
Companion	$1.50	2	
Other	$1.50	2	

OTHER METHODS OF PAYMENT:
monthly billing, agency contracts

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	shorter
Fare Structure	different, $1.10

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	3	5	2	6
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	3			

Ownership: municipality
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	2	2	1	2	2	1	1	
Saturday	1	1	1	1	1	1	1	
Sunday	1	1	1	1	1	1	1	
Holidays	1	1	1	1	1	1	1	

ANNUAL KILOMETRES:

Revenue	95,848
Total	96,148

ANNUAL HOURS:

Revenue	4,581
Total	4,882

IS NON-DEDICATED SERVICE AVAILABLE? no

NO. OF OPERATORS:

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	2			
Office	3	1		
Mainten.				
Admin	1	1		
TOTAL	6	2		

UNIONS:
Specialized: Teamsters Local 938
Conventional: ATU Local 1624

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$11.97	$13.75
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	12.7%
Net Operating Cost/Capita	$2.35
Municipal Net Cost/Capita	$1.18
Share of Net Cost	
- Provincial	50%
- Municipal (incl. donations)	50%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$32.90
Cost/Kilometre	$1.57
Maintenance Cost/Kilometre	$0.19

SERVICE:

Registrants/Capita	
Revenue Vehicle Hours/Capita	0.0788
Trips/Capita	0.1477
Trips by Non-Dedicated Service	

EFFECTIVENESS:

Cost/Trip	- Dedicated	$19.07
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	2,291

SERVICE UTILIZATION:

Trips/Hour	1.73
Kilometres/Hour	21.08
Average Kilometres/Trip	12.22
Trips/Registrant	
Unaccommodated Trip Requests	1.83%
Cancellations	7.74%
No-Shows	

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,520
Kilometres/Vehicle	32,049

Windsor Handi-Transit

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT:
OPERATIONS CONTACT: C. Douglas Ellis
(519) 966-0830

SERVICE STARTED IN: September 1978
POPULATION SERVED: 197,000
SERVICE AREA (ha): n/a
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 11

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? no
MEMBERS?
eligibility determined by staff

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible – Wheelchair	700	48%
– Ambulatory	740	51%
– Temporary		
Attendants/Companions		
Other (not eligible)	7	0%
TOTAL:	1,447	

HOW OFTEN IS REG. LIST SCREENED?
every 2 or 3 years
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$756,029	
Non-Dedicated	$41,502	
TOTAL:	$797,531	$217,752

NET OPERATING COST: $579,779
Provincial Share: $444,000
Municipal Share: $253,000
Donations:

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible – Wheelchair	29,445	
– Ambulatory	22,053	4,672
Attendents/Companions	6,450	
Other (not eligible)		
TOTAL:	57,948	4,672

TRIP TYPES:

Subscription	32%
Prebooked	29%
Reservation	33%
Demand-Response	0%

UNACCOMMODATED TRIP REQUESTS: 582
CANCELLED TRIPS: 7,809
NO-SHOWS: 780

SERVICE

TYPE: curb to curb
HOURS OF SERVICE:

Weekdays	0630 to 2430
Saturday	0800 to 2430
Sunday	0800 to 2200
Holidays	0800 to 2200

CALL-INS: min 2 hours, max 21 days
METHODS:

Registration	computer assisted
Reservations	computer assisted
Scheduling	computer assisted
Dispatching	computer assisted

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.10	$2.10	
Child	$2.10	$2.10	
Student	$2.10	$2.10	
Senior	$2.10	$2.10	
Attendant	$2.10	$2.10	
Companion	$2.10	$2.10	
Other	$2.10	$2.10	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT

Conventional Hours	same
Fare Structure	different, $1.30

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	13	5	6	2
Other				
TOTAL VEHICLES	13			

Ownership: non-profit organiz
Maintenance: contracted out

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 a
Peak Day	11	8	8	8	11	2	2	1
Saturday	2	2	2	2	2	2	2	1
Sunday	2	3	3	3	3	2	1	
Holidays	2	3	3	3	3	2	1	

ANNUAL KILOMETRES:
Revenue 471,788
Total 471,788
ANNUAL HOURS:
Revenue 20,463
Total 20,463

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
meter rate

PAYMENT VERIFICATION:
distance driven

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators	5	15		
Office	3	2		
Mainten.				
Admin.	2			
TOTAL	10	17		

UNIONS:
Specialized Teamsters Local 880
Conventional ATU Local 616

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$10.80	$16.62
Maintenance		$18.06

PERFORMANCE INDICATORS

FINANCIAL
R/C = Op Revenue/Op Cost 27.3%
Net Operating Cost/Capita $2.94
Municipal Net Cost/Capita $1.28
Share of Net Cost
- Provincial 64%
- Municipal (incl. donations) 36%

EFFICIENCY (Dedicated Service Only)
Cost/Hour $38.95
Cost/Kilometre $1.80
Maintenance Cost/Kilometre $0.17

SERVICE
Registrants/Capita 0.0073
Revenue Vehicle Hours/Capita 0.1039
Trips/Capita 0.3179
Trips by Non-Dedicated Service 8%

EFFECTIVENESS
Cost/Trip - Dedicated $14.66
- Non-Dedicated $8.88

LABOUR PRODUCTIVITY
Hours/Operator 1,637

SERVICE UTILIZATION
Trips/Hour 2.52
Kilometres/Hour 23.06
Average Kilometres/Trip 9.16
Trips/Registrant 39.20
Unaccommodated Trip Requests 1.21%
Cancellations 13.55%
No-Shows 1.39%

VEHICLE UTILIZATION (Dedicated Service Only)
Revenue Hours/Vehicle 1,574
Kilometres/Vehicle 36,291

Wingham Wheels Away

SERVICE OPERATED BY: non-profit organiz
MUNICIPAL CONTACT: Byron Adams
(519) 357-3650
OPERATIONS CONTACT: John Mann
(519) 357-4074

SERVICE STARTED IN: June 1991
POPULATION SERVED: 20,283
SERVICE AREA (ha): 173,101
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 9

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS? 3

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	62	34%
- Ambulatory	118	66%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	180	

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$25,307	
Non-Dedicated	$337	
TOTAL:	$25,644	$8,472

NET OPERATING COST: $17,172
Provincial Share: $11,316
Municipal Share:
Donations: $10,460

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	310	
- Ambulatory	610	70
Attendants/Companions	10	
Other (not eligible)		
TOTAL:	930	70

TRIP TYPES:

Subscription	35%
Prebooked	43%
Reservation	23%
Demand-Response	

UNACCOMMODATED TRIP REQUESTS: 2
CANCELLED TRIPS: 73
NO-SHOWS: 9

SERVICE

TYPE: accessible door
HOURS OF SERVICE:

Weekdays	800 to 1830
Saturday	
Sunday	
Holidays	0800 to 2000

CALL-INS: min 24 hours, no max
METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$2.50		
Child	$2.50		
Student	$2.50		
Senior	$2.50		
Attendant	$2.50		
Companion	$2.50		
Other	$2.50		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	No Conv. Service
Fare Structure	No Conv. Service

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans	1	3	5	1
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

Ownership: non-profit organiz
Maintenance: operator

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1	1	1	1	
Saturday	1	1	1	1	1	1	1	
Sunday	1	1	1	1	1	1	1	
Holidays	1	1	1	1	1	1	1	

ANNUAL KILOMETRES:
Revenue 12,113
Total 12,113

ANNUAL HOURS:
Revenue 650
Total 650

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators		3		
Office				
Mainten.				
Admin.		1		
TOTAL		4		

UNIONS:
Specialized
Conventional

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$9.00	
Maintenance		

PERFORMANCE INDICATORS

FINANCIAL:
R/C = Op.Revenue/Op.Cost 33.0%
Net Operating Cost/Capita $0.85
Municipal Net Cost/Capita
Share of Net Cost
- Provincial 52%
- Municipal 48%
(incl. donations)

EFFICIENCY (Dedicated Service Only):
Cost/Hour $38.93
Cost/Kilometre $2.09
Maintenance Cost/Kilometre

SERVICE:
0.0089 Registrants/Capita
0.0320 Revenue Vehicle Hours/Capita
0.0493 Trips/Capita
7% Trips by Non-Dedicated Service

EFFECTIVENESS:
Cost/Trip - Dedicated $27.51
- Non-Dedicated $4.82

LABOUR PRODUCTIVITY:
433 Hours/Operator

SERVICE UTILIZATION:
1.42 Trips/Hour
18.64 Kilometres/Hour
13.17 Average Kilometres/Trip
5.50 Trips/Registrant
0.20% Unaccommodated Trip Requests
7.37% Cancellations
0.91% No-Shows

VEHICLE UTILIZATION (Dedicated Service Only)
650 Revenue Hours/Vehicle
12,113 Kilometres/Vehicle

Woodstock Paratransit

SERVICE OPERATED BY:	municipality	SERVICE STARTED IN:	1979
MUNICIPAL CONTACT:	Doug McLean	POPULATION SERVED:	29,029
	(519) 539-1291	SERVICE AREA (ha):	2,337
OPERATIONS CONTACT:	Doug McLean	ADVISORY COMMITTEE?	yes
	(519) 539-1291	NUMBER OF MEMBERS:	5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use with Dignity	
Other	

ELIGIBILITY COMMITTEE? yes
MEMBERS?
medical/health professional

REGISTRATION REQUIRED? yes
REGISTRATION CARDS? no
WAITING LIST? no
WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	122	48%
- Ambulatory	132	52%
- Temporary		
Attendants/Companions		
Other (not eligible)		
TOTAL:	254	

HOW OFTEN IS REG. LIST SCREENED?
annually
COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$98,923	
Non-Dedicated		
TOTAL:	$98,923	$10,871

NET OPERATING COST:	$88,052
Provincial Share	$57,678
Municipal Share	$30,374
Donations	

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	4,210	
- Ambulatory	4,561	779
Attendants/Companions		
Other (not eligible)		
TOTAL:	8,771	779

TRIP TYPES:

Subscription	13%
Prebooked	25%
Reservation	50%
Demand-Response	12%

UNACCOMMODATED TRIP REQUESTS:	
CANCELLED TRIPS:	1,485
NO-SHOWS:	17

SERVICE

TYPE: curb to curb/accessible door

HOURS OF SERVICE:

Weekdays	0640 to 1630
Saturday	0930 to 1545
Sunday	
Holidays	

CALL-INS: min 24 hours, no max

METHODS:

Registration	manually
Reservations	manually
Scheduling	manually
Dispatching	manually

FARE STRUCTURE:

	Cash	Tickets/Cards	Monthly Pass
Adult	$1.15	11/$11.50	
Child	$1.15	11/$11.50	
Student	$1.15	11/$11.50	
Senior	$1.15	11/$11.50	
Attendant	$1.15	11/$11.50	
Companion	$1.15	11/$11.50	
Other	$1.15	11/$11.50	

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours	longer
Fare Structure	same

VEHICLES

VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	6	3
Purpose-Built	1	7	4	1
Other				
TOTAL VEHICLES	2			

Ownership: municipality
Maintenance: municipality

FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		2	2	2				
Saturday		1	1	1				
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue	36,085
Total	38,336

ANNUAL HOURS:

Revenue	2,283
Total	2,706

IS NON-DEDICATED SERVICE AVAILABLE? yes

NO. OF OPERATORS: 1

PAYMENT METHOD:
(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

	Full Time	Part Time	Shared	Volun.
Operators		3		
Office				
Mainten.		1	1.5	
Admin.			2	
TOTAL		4	3.5	

UNIONS:

Specialized	CUPE Local 1146
Conventional	CUPE Local 1146

MAXIMUM WAGE RATES:

	Specialized	Conventional
Operators	$14.21	$15.18
Maintenance	$17.32	$17.32

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op.Revenue/Op.Cost	11.0%
Net Operating Cost/Capita	$3.03
Municipal Net Cost/Capita	$1.05
Share of Net Cost	
- Provincial	66%
- Municipal (incl. donations)	34%

EFFICIENCY (Dedicated Service Only):

Cost/Hour	$43.34
Cost/Kilometre	$2.74
Maintenance Cost/Kilometre	$0.39

SERVICE:

Registrants/Capita	0.0087
Revenue Vehicle Hours/Capita	0.0786
Trips/Capita	0.3290
Trips by Non-Dedicated Service	8%

EFFECTIVENESS:

Cost/Trip	- Dedicated	$11.28
	- Non-Dedicated	

LABOUR PRODUCTIVITY:

Hours/Operator	1,522

SERVICE UTILIZATION:

Trips/Hour	3.84
Kilometres/Hour	16.79
Average Kilometres/Trip	4.37
Trips/Registrant	37.60
Unaccommodated Trip Requests Cancellations	15.34%
No-Shows	0.18%

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle	1,141
Kilometres/Vehicle	19,168

PERFORMANCE INDICATORS

FINANCIAL:

Revenue/Cost	=	$\frac{\text{Total Revenue} \times 100}{\text{Total Cost}}$
Net Operating Cost/Capita	=	$\frac{\text{Net Operating Cost}}{\text{Population Served}}$
Share of Net Cost:		
- Provincial	=	$\frac{\text{Provincial Share}}{\text{Net Operating Cost}}$
- Municipal	=	$\frac{\text{Municipal Share + Donations}}{\text{Net Operating Cost}}$

EFFICIENCY (DEDICATED SERVICE ONLY):

Cost/Hour	=	$\frac{\text{Dedicated Operating Cost}}{\text{Revenue Vehicle Hours}}$
Cost/Kilometre	=	$\frac{\text{Dedicated Operating Cost}}{\text{Revenue Vehicle Kilometres}}$
Maintenance Cost/Kilometre	=	$\frac{\text{Maintenance Cost}}{\text{Revenue Vehicle Kilometres}}$

SERVICE:

Registrants/Capita = $\frac{\text{Total Registrants - Other}}{\text{Population Served}}$

Revenue Vehicle Hours/Capita = $\frac{\text{Revenue Vehicle Hours}}{\text{Population Served}}$

Trips/Capita = $\frac{\text{Total Trips - Total Attendant Trips - Total Other Trips}}{\text{Population Served}}$

Trips By Non-Dedicated Service = $\frac{\text{Total Non-Ded. Trips - Non-Ded. Attendant Trips - Non-Ded. Other Trips}}{\text{Total Trips - Attendant Trips - Other Trips}}$

EFFECTIVENESS:

Cost/Trip

- Dedicated = $\frac{\text{Total Dedicated Cost}}{\text{Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips}}$

- Non-Dedicated = $\frac{\text{Total Non-Dedicated Cost}}{\text{Total Non-Ded. Trips - Non-Ded. Attendant Trips - Non-Ded. Other Trips}}$

LABOUR PRODUCTIVITY:

Hours/Operator = $\frac{\text{Revenue Vehicle Hours}}{\text{\# of Full Time Operators + (\# Part Time Operators + \# Shared + \# Volunteer)/2}}$

SERVICE UTILIZATION:

Trips/Hour = $\frac{\text{Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips}}{\text{Revenue Vehicle Hours}}$

Kilometres/Hour = $\frac{\text{Revenue Vehicle Kilometres}}{\text{Revenue Vehicle Hours}}$

Average Kilometres/Trip = $\frac{\text{Revenue Vehicle Kilometres}}{\text{Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips}}$

Trips/Registrant = $\frac{\text{Total Trips - Total Attendant Trips - Total Other Trips}}{\text{Total Registrants - Other Registrants}}$

Unaccommodated Trip Requests = $\frac{\text{Unaccommodated Trips}}{\text{Total Trips - Total Attendant Trips - Total Other Trips}}$

Cancellations = $\frac{\text{Cancelled Trips}}{\text{Total Trips - Total Attendant Trips - Total Other Trips}}$

No-Shows = $\frac{\text{No-Show Trips}}{\text{Total Trips - Total Attendant Trips - Total Other Trips}}$

VEHICLE UTILIZATION:

Revenue Hours/Vehicle = $\frac{\text{Revenue Vehicle Hours}}{\text{Total Vehicles}}$

Kilometres/Vehicle = $\frac{\text{Revenue Vehicle Kilometres}}{\text{Total Vehicles}}$

HANDY REFERENCE COMPARISON

Service Start

Prior to 1979:
Brantford
Burlington
Cambridge
Chatham
Dryden
Guelph
Hamilton
Kingston
Kitchener-Waterloo
London
Mildmay
Niagara Falls
Oshawa
Ottawa-Carleton
Paris
Peterborough
Sault Ste. Marie
Stratford
Sudbury
Thunder Bay
Timmins
Toronto
Windsor

Since 1979:
Ajax
Amherstburg
Atikokan
Aurora
Barrie
Belleville
Brockville
Burk's Falls
Capreol
Cobourg
Collingwood
Cornwall
Durham
Dysart
Elliot Lake
Espanola
Fort Frances
Gananoque
Georgina
Gore Bay
Halton Hills
Halton Region
Kapuskasing
Lindsay
Manitouwadge
Markham
Mesford
Milton
Newcastle
Newmarket
Nickel Centre
North Bay
Oakville
Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Peel
Pembroke
Port Hope
Renfrew
Richmond Hill
Sarnia
Scugog-Uxbridge
St. Catharines
St. Thomas
Valley East
Vaughan
Victoria County
Wallaceburg
Welland
Whitby
Wingham
Woodstock

Population Served

Less than 10,000:
Atikokan
Burk's Falls
Capreol
Dryden
Durham
Dysart
Espanola
Gananoque
Gore Bay
Manitouwadge
Paris

10,000 to 100,000:
Ajax
Amherstburg
Aurora
Barrie
Belleville
Brantford
Brockville
Cambridge
Chatham
Cobourg
Collingwood
Cornwall
Elliot Lake
Fort Frances
Georgina
Guelph
Halton Hills
Kapuskasing
Kingston
Lindsay
Mesford
Mildmay
Milton
Newcastle
Newmarket
Niagara Falls
Nickel Centre
North Bay
Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Pembroke
Peterborough
Port Hope
Renfrew
Richmond Hill
Sarnia
Sault Ste. Marie
Scugog-Uxbridge
Stratford
St. Thomas
Sudbury
Timmins
Valley East
Victoria County
Wallaceburg
Welland
Whitby
Wingham
Woodstock

cont. on next page...

100,000 to 200,000:
Burlington
London
Markham
Oakville
Oshawa
St. Catharines
Thunder Bay
Vaughan
Windsor

Greater than 200,000:
Halton Region
Hamilton
Kitchener-Waterloo
London
Ottawa-Carleton
Peel
Toronto

Population Density

Less than 5 persons/ha:
Amherstburg
Burk's Falls
Cobourg
Dryden
Espanola
Fort Frances
Georgina
Gore Bay
Halton Hills
Halton Region
Kenora
Kapuskasing
Manitouwadge
Meaford
Newcastle
Niagara Falls
Nickel Centre
Onaping Falls/
Rayside-Balfour
Scugog-Uxbridge
Sudbury
Thunder Bay
Timmins
Valley East
Vaughan
Victoria County
Whitby
Wingham

5 - 10 persons/ha:
Ajax
Aurora
Barrie
Burlington
Cambridge
Collingwood
Cornwall
Durham
Gananoque
North Bay
Owen Sound
Paris
Peel
Renfrew

10 -15 persons/ha:
Belleville
Brantford
Elliot Lake
Guelph
Kingston
Lindsay
Milton
Newmarket
Orillia
Peterborough
Sarnia
Stratford
St. Catharines
St. Thomas
Wallaceburg
Woodstock

Greater than 15 persons/ha:
Brockville
Chatham
Hamilton
Kitchener-Waterloo
Leamington
London
Markham
Midmay
Oakville
Oshawa
Ottawa-Carleton
Richmond Hill
Sault Ste. Marie
Toronto
Welland

No Maximum Call-in Time

Amherstburg
Atikokan
Brockville
Burk's Falls
Capreol
Cobourg
Collingwood
Durham
Gananoque
Georgina
Halton Region
Hamilton
Kapuskasing
Lindsay
Manitouwadge
Markham
Meaford
Midmay
Milton
Nickel Centre
Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Pembroke
Port Hope
Valley East
Victoria County
Wallaceburg
Wingham
Woodstock

No Minimum Call-in Time

Amherstburg
Atikokan
Belleville
Collingwood
Gananoque
Guelph
Hamilton
Kapuskasing
Manitouwadge
Markham
Midmay
Ottawa
Owen Sound
Port Hope
Richmond Hill

New Service in 1991

Aurora
Atikokan
Capreol
Durham
Dysart
Gananoque
Nickel Centre
Onaping Falls/
Rayside-Balfour
Valley East
Wallaceburg
Wingham

Scheduling and Dispatching

Manually:
Ajax
Amherstburg
Aurora
Belleville
Brantford
Brockville
Burk's Falls
Burlington
Collingwood
Cornwall
Durham
Dysart
Elliot Lake
Espanola
Fort Frances
Gananoque
Halton Hills
Halton Region
Kapuskasing
Lindsay
Manitouwadge
Markham
Meaford
Midmay
Milton
Newcastle
Nickel Centre
Oakville
Onaping Falls/
Rayside-Balfour
Orillia
Oshawa
Paris
Pembroke
Peterborough
Port Hope
Renfrew
Richmond Hill
Scugog-Uxbridge
Stratford
Thunder Bay
Timmins
Valley East
Wallaceburg
Whitby
Wingham
Woodstock

Computer-assisted:
Barrie
Georgina
Guelph
Hamilton
Kingston
Kitchener-Waterloo
London
Newmarket
Niagara Falls
North Bay
Peel
St. Catharines
Sudbury
Toronto
Windsor

Combination:
Cambridge
Capreol
Chatham
Cobourg
Owen Sound
Sarnia
Sault Ste. Marie
St. Thomas
Vaughan
Victoria County
Welland

Vehicle Maintenance

By Municipality:
Burk's Falls
Burlington
Cambridge
Cornwall
Dysart
Elliot Lake
Espanola
Fort Frances
Gore Bay
Halton Region
Kitchener-Waterloo
Markham
North Bay
Oakville
Peel
Peterborough
Richmond Hill
Sarnia
Welland
Woodstock

By Transit Authority:
Niagara Falls
Sault Ste. Marie
St. Catharines
Timmins

By Operator:
Aurora
Belleville
Brantford
Brockville
Chatham
Cobourg
Collingwood
Dryden
Durham
Gananoque
Georgina
Halton Hills
Lindsay
London
Manitouwadge
Midmay
Milton
Nickel Centre
Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Pembroke
Port Hope
Renfrew
St. Thomas
Sudbury
Valley East
Wallaceburg
Wingham

Contracted Out:
Ajax
Atikokan
Barrie
Capreol
Guelph
Hamilton
Kapuskasing
Kingston
Meaford
Newcastle
Newmarket
Oshawa
Paris
Scugog-Uxbridge
Stratford
Thunder Bay
Vaughan
Victoria County
Whitby
Windsor

Eligibility Criterion

Unable to Board:
Ajax
Barrie
Brantford
Burk's Falls
Burlington
Capreol
Chatham
Dryden
Espanola
Fort Frances
Georgina
Gore Bay
Hamilton
Kapuskasing
Manitouwadge
Mealford
Mildmay
Nickel Centre
North Bay
Oakville
Onaping Falls/
Rayside-Balfour
Orillia
Ottawa-Carleton
Owen Sound
Pembroke
Richmond Hill
Sault Ste. Marie
St. Catharines
Sudbury
Vaughan

Unable to Use:
Ajax
Atikokan
Aurora
Belleville
Brantford
Brockville
Cambridge
Capreol
Chatham
Cobourg
Collingwood
Dryden
Durham
Dysart
Elliot Lake
Fort Frances
Gananoque
Georgina
Gore Bay
Guelph
Halton Hills
Halton Region
Hamilton
Kapuskasing
Kitchener-Waterloo
Lindsay
Manitouwadge
Markham
Mealford
Mildmay
Milton
Newcastle
Newmarket
Niagara Falls
Nickel Centre
Oakville
Onaping Falls/
Rayside-Balfour
Oshawa
Owen Sound
Paris
Peel
Pembroke
Peterborough
Port Hope
Richmond Hill
Sarnia
Sault Ste. Marie
Scugog-Uxbridge
Stratford
St. Catharines
St. Thomas
Thunder Bay
Timmins
Toronto
Valley East
Vaughan
Victoria County
Wallaceburg
Welland
Whitby
Gananoque
Gore Bay
Hamilton
Kapuskasing
Kingston
Manitouwadge
Markham
Mealford
Mildmay
Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Port Hope
St. Catharines
St.Thomas
Thunder Bay
Timmins
Valley East
Victoria County

Unable to Use with Dignity:
Cornwall
Renfrew

Operated By

Municipality:
Burk's Falls
Burlington
Cambridge
Capreol
Cornwall
Dysart
Elliot Lake
Espanola
Gore Bay
Markham
Newmarket
North Bay
Oakville
Peel
Peterborough
Richmond Hill
Sarnia
Sault Ste. Marie
Timmins
Vaughan
Welland
Windsor
Woodstock

Non-Profit Group:
Amherstburg
Barrie
Brantford
Cobourg
Dryden
Gananoque
Hamilton
Kenora
Kingston

cont. on next page

Kitchener-Waterloo
Leamington
Listowel
Manitouwadge
Midmay
Paris
Pembroke
Renfrew
Stratford
Thunder Bay
Victoria County
Wingham

Private Organization:
Ajax
Atikokan
Aurora
Belleville
Brockville
Chatham
Collingwood
Durham
Georgina
Halton Hills
Halton Region
Kapuskasing
Lindsay
London
Meaford
Newcastle
Niagara Falls
Nickel Centre
Onaping Falls/
Rayside-Balfour
Orillia
Oshawa
Owen Sound
Paris
Port Hope
Scugog-Uxbridge
St. Catharines
St. Thomas
Sudbury
Toronto
Valley East
Wallaceburg
Whitby

Service Type

Door to Door:
Amherstburg
Atikokan
Aurora
Brockville
Burk's Falls
Cambridge
Capreol
Cobourg
Cornwall
Durham
Dysart
Elliot Lake
Espanola
Fort Frances
Gananoque
Gore Bay
Hamilton
Kapuskasing
Kingston
Manitouwadge
Markham
Meaford
Midmay
Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Port Hope
St. Catharines
St.Thomas
Thunder Bay
Timmins
Valley East
Victoria County

Curb to Curb:
Belleville
Chatham
Georgina
Halton Hills
Newmarket
Niagara Falls
Nickel Centre
North Bay
Sault Ste. Marie
Vaughan
Wallaceburg
Windsor

Accessible Door:
Ajax

Barrie
Brantford
Burlington
Collingwood
Dryden
Guelph
Halton Region
Kitchener-Waterloo
Lindsay
London
Milton
Newcastle
Oakville
Oshawa
Ottawa-Carleton
Paris
Peel
Pembroke
Peterborough
Renfrew
Richmond Hill
Sarnia
Scugog-Uxbridge
Stratford
Sudbury
Toronto
Welland
Whitby
Wingham
Woodstock

Comparison to Conventional Transit

Same Operator Wage Rates:
Burlington
Cambridge
Collingwood
Cornwall
Oakville
Owensound
Peterborough
Sarnia
Sault Ste. Marie
St. Catharines
Toronto
Valley East
Welland

Same Fare Structure:
Ajax
Aurora
Barrie
Belleville
Brantford
Brockville
Burlington
Capreol
Collingwood
Elliot Lake

Fort Frances
Guelph
Hamilton
Kitchener-Waterloo
Lindsay
Markham
Milton
Niagara Falls
Nickel Centre
North Bay
Oakville
Ottawa-Carleton
Owen Sound
Peel
Peterborough
Richmond Hill
Sarnia
Sault Ste. Marie
St. Catharines
Sudbury
Timmins
Toronto
Valley East
Vaughan
Welland
Woodstock

Same Hours of Service:
Brantford
Brockville
Burlington
Cornwall
Milton
Niagara Falls
Oakville
Ottawa-Carleton
Peterborough
Thunder Bay
Windsor

Non-Dedicated Services

Ajax
Barrie
Brantford
Burlington
Cambridge
Durham
Guelph
Hamilton
Kingston
Kitchener-Waterloo
Markham
Meaford
Milton
Niagara Falls
North Bay
Oakville
Owen Sound
Peel
Peterborough
Renfrew
Richmond Hill
Stratford
Sudbury
Thunder Bay
Toronto
Vaughan
Windsor
Wingham
Woodstock

Fleet Size

Under 3 Vehicles:
Amherstburg
Atikokan
Aurora
Belleville
Brockville
Burk's Falls
Capreol
Chatham
Cobourg
Collingwood
Dryden
Dysart
Elliot Lake
Espanola
Fort Frances
Gananoque
Georgina
Gore Bay
Halton Hills
Halton Region
Kapuskasing
Lindsay
Manitouwadge
Meaford
Nickel Centre
Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Paris
Pembroke
Port Hope
Renfrew
Richmond Hill
Sougog-Uxbridge
St. Thomas
Valley East
Victoria County
Wallaceburg
Wingham
Woodstock

3 - 10 Vehicles:
Ajax
Barrie
Brantford
Cambridge
Cornwall
Durham
Guelph
Markham
Milton
Newcastle
Newmarket
Niagara Falls
North Bay
Peterborough
Sarnia
Sault Ste. Marie
Stratford
St. Catharines
Sudbury
Timmins
Vaughan
Welland
Whitby

10 - 25 Vehicles:
Kingston
Kitchener-Waterloo
London
Midmay
Oshawa
Peel
Thunder Bay
Windsor

Greater than 25 Vehicles:
Hamilton
Oakville
Ottawa-Carleton
Toronto

Volunteer Contribution

Burk's Falls
Gananoque
Hamilton
Niagara Falls
Victoria County